

Position Title: Office Support – Intellectual & Developmental Disabilities
Program: Crook County CDDP
Program Location: Prineville, Oregon
Supervisor: IDD Program Manager
Employment Status: Part-Time, Regular
FLSA Classification: Non-Exempt, Hourly
Salary/Wage: \$16.00 - \$20.99

General: The Office Support position is responsible for providing administrative support for the Intellectual and Developmental Disabilities team.

Duties:

1. Provide exceptional customer service to clients, their families, and community partners.
2. Provide clerical support as assigned to include photocopying, managing charts, filing and data collection.
3. Answer phones, transfer calls, and take messages.
4. Ensure the work area and files are organized, neat, clean and properly supplied.
5. Scan and upload I/DD case management documents in MS Teams, the eXPRS billing system, and the ORCHARDS criminal history check system.
6. Be proficient in the use of MS Word. Compose and send/distribute notifications and other I/DD program correspondence.
7. Be proficient in the use of MS Excel. Complete accurate data entry in Excel workbooks and spreadsheets.
8. Complete I/DD appointment reminder calls.
9. Organize and file I/DD client documents in accordance with program requirements, confidentiality, and Oregon Administrative Rules.
10. Transfer client information to updated forms.
11. Coordinate enrollment of Personal Support Workers and other providers.
12. Research, update, and maintain community resource file and I/DD contact list.
13. Compile, copy, and scan case management documents for county transfers.
14. Other duties as assigned.

Minimum Requirements:

Have knowledge, skills and abilities demonstrating competence in the following essential job functions:

1. Have the ability to work independently and have the skills to be a team player.
2. Must have the ability to get along with co-workers.
3. Be able to use basic computer software, and demonstrate competence navigating within an EMR.
4. Possess the ability to meet and network with all community resources in order to provide the best customer service.
5. Use customer service skills with the clients or family members seeking help from our program.

Tool and Equipment Used:

Computer for word processing, database and internet if needed. Fax machine, scanner, copy machine, telephone, projector, word, excel, outlook.

Physical Demands:

The physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing this job, the employee is regularly required to reach with hands and arms. The employee is frequently required to stand, walk, and use hands to handle, feel, or operate objects or controls. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl; and talk and hear. The employee must occasionally lift and/or move up to twenty (20) pounds. Specific vision abilities required by this job include close vision and the ability to adjust and focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The position requires the employee to dress in a professional manner that meets the standards for professional employees in Central Oregon.

To Apply:

Please complete the application using the link below, and submit along with a cover letter, resume with personal email address for correspondence, any applicable licenses, certifications or degrees with transcripts, and contact information for three supervisory/professional references.

[Application for Employment – BestCare \(bestcaretreatment.org\)](http://bestcaretreatment.org)