**BestCare Treatment Services**

**Position Description**

**Title:** Administrative Support Specialist

**Program:** Deschutes Outpatient Clinic

**Location:** Bend, OR

**Supervisor:** Administrative Support Supervisor, Program Director

**Employment Status:** Full-Time Regular (1.0 FTE)

**FLSA Classification:** Non-Exempt, Hourly

**Effective Date:** October 2022

**Job Summary:** The Administrative Support Specialist provides necessary services to support the daily operations of the Outpatient Clinic, as well as to the Administrative Support Supervisor and other staff as needed, following all BestCare policies and practices.

**Essential Functions:**

1. Serves as the first point of contact for clients, providing a welcoming and professional demeanor.
2. Attends to appropriate requests of clients by providing exceptional customer service experience & advocating for excellent client care.
3. Answers multi-phone line system, transfer calls, and takes/delivers messages as needed.
4. Provides complex, confidential, and specialized clerical and administrative activities in support of the program.
5. Administrative support duties include: Greeting clients, scheduling appointments, checking-in clients for appointments/groups, data entry, collecting payments, verifying insurance pay sources, verifying demographic information, creating financial contracts, faxing client records, obtaining consents forms and releases of information, high level of client attendance reports, scanning client records into EMR system, preparing and proofing reports, notices, correspondence, overseeing and maintaining office filing system and prescreening mail & faxes.
6. Obtains COVID screenings and temperatures for clients and staff.
7. Creates, maintains, and enters information accurately into databases.
8. Answers & creates professional emails daily, documents outreach to clients, and documents incoming referrals.
9. Keeps reception area and office clean, sanitized, and presentable.
10. Conducts special projects as directed.
11. Other duties as assigned by supervisor

**Qualifications**

**Education, Certifications and Licensure**

* High School Diploma or equivalent required
* Valid Oregon Driver’s License required

**Experience**

* Minimum of 1 year of previous office support and customer service experience required
* Experience with general office equipment to include multi-phone line system is preferred

**Knowledge, Skills and Abilities**

* Demonstrated competence in providing courteous, professional and efficient telephone and in-person reception and services
* Ability to take accurate phone messages and route timely to appropriate person.
* Good proficiency in Office 365 (Word, Excel, Outlook), virtual meetings (Teams, Zoom), database platforms, and website maintenance
* Possesses effective interpersonal and communication skills
* Must possess the ability to work independently and have the skills to be a highly collaborative team player. Must have the ability to get along with co-workers.
* Possesses high degree of attention to detail and follow-through
* Must have a positive & optimist attitude, be eager to learn and reliable.
* Multi-task & working under pressure is a must.
* Ability to show compassion towards individuals with mental health and substance abuse disorders within a culturally diverse community
* Professional communication skills to include spoken and written usage, with an emphasis on grammar and punctuation.
* Ability to maintain confidentiality as required by HIPAA, Federal and State regulations, and BestCare Treatment Services policies and procedures.
* Possess the ability to network with all resources to provide the best customer service.
* Ability to use good customer service skills with the clients or family members seeking help from our programs.
* Language: Bi-Lingual Spanish/English preferred

**Tool and Equipment Used:**

Laptop computer, fax machine, scanner, copy machine, telephone, maintenance., computers, fax machines

**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.

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYMENT AGREEMENT BETWEEN THE EMPLOYER AND THE EMPLOYEE AND IS SUBJECT TO CHANGE BY THE EMPLOYER AS THE NEEDS OF THE EMPLOYER AND REQUIREMENTS OF THE JOB CHANGE.

Employee Signature / Date Supervisor Signature / Date