**BestCare Treatment Services**

**Position Description**

**Title:** Administrative Assistant Float

**Program:** Madras Administrative - Mental Health

**Program Location:** Madras

**Supervisor:** Administrative Support Supervisor

**Employment Status:** Full Time Regular

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

**Effective Date:** April 2021

**General Duties:** The Administrative Assistant Float provides necessary services to support the daily operations of the Mental Health Program and Alcohol/Drug Program. The Administrative Assistant Float needs to have a commitment to the mission of the agency and furthering that mission in the community. Must understand fully and adhere to the BCTS Ethics Statement. The Administrative Assistant Float is also responsible for following proper and efficient administrative and clerical practices. Must be willing to comply with the policies and practices of BCTS.The Administrative Assistant Float will provide administrative support to clinical staff, admin staff and clients.

**Job Relationships:**

* Reports to: Office Manager/Administrative Support Supervisor
* Employees Supervised: None

**Language:** Bi-Lingual Spanish/English preferred

**Duties:**

* Serve as the first contact for clients. Greet courteously and professionally. Attend to appropriate requests of clients.
* Answer and route telephone calls, take and deliver messages, help clients when they come into the office for help, or direct to the proper person to get the help they are seeking.
* Provide Exceptional customer service experience & advocate for excellent client care
* Provide complex, confidential, and specialized clerical and administrative activities in support of the programs
* Administrative support duties include: Greeting clients, checking in clients, data entry, collect payments, verify insurance pay source, 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.
* Maintain accuracy of archived client records
* Obtain COVID screenings and temperatures
* Create, maintain, and enter information into databases
* Float between Mental Health and Alcohol/Drug Program for coverage
* Fully learn all responsibilities for both programs
* Keep reception area and office clean and presentable.
* Conduct special projects
* Conduct other duties as assigned by supervisor

**Minimum Requirements:**

* One year of previous office support experience preferred
* Have knowledge, skills and abilities demonstrating competence in the following essential job functions: experience in data collection and computer skills necessary to perform this function. Able to answer phone courteously and efficiently. Take accurate phone messages and route to appropriate person. Possess effective communication skills and know how to work cooperatively in a team environment
* Experience with general office equipment to include multi-phone line system, computers, fax machines, etc.
* Strong client engagement skills required
* 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
* Professional communication skills to include spoken and written usage, with an emphasis on grammar and punctuation
* Maintain confidentiality as required by BestCare Treatment Services policies and procedures
* 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.
* Possess the ability to network with all resources to provide the best customer service. Use good customer service skills with the clients or family members seeking help from our programs.
* Valid Oregon Driver’s License required

**Tool and Equipment Used:**

Laptop computer, fax machine, scanner, copy machine, telephone, projector, word, excel, outlook and website maintenance.

**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.

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Employee Signature/Date Supervisor Signature/Date