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| **Job Title:** | Administrative Support Specialist III | **Position #:** | AS- |
| **Job Family:** | Administrative Services | **FLSA Classification:** | Non-Exempt/Hourly |
| **Reporting Supervisor:** | Program Manager/Director | **Salary Level/Range:** | AS- |
| **JOB DESCRIPTION** |
| **JOB SUMMARY:** The Administrative Support Specialist III provides welcoming and professional front-office as support services Team Lead to be able to jump in and provide direct, front-office function support as needed in all locations, reviews/approves timecards, provides training/mentoring and helps to resolve lower-level issues, and refers to higher level staff as appropriate for Administrative Support Specialist staff.**ESSENTIAL FUNCTIONS:**1. Serves as the first point of contact for clients, family members, and others, providing a welcoming and professional demeanor;
2. Serves as a Team Lead for the Administrative Support Staff, and provides front-desk support as back-up for all locations when needed (for call-ins, vacations, LOAs, etc.);
3. Attends to appropriate requests of clients using exceptional customer service and client care;
4. Answers multi-line phone system efficiently and professionally, transfers calls, and takes/delivers messages as needed;
5. Provides complex, confidential, and specialized clerical and administrative activities in support of the program;
6. Provides other administrative support including collecting payments, verifying insurance pay sources, verifying demographic information, obtaining client consent forms and releases of information, maintaining client attendance reports, scanning client records into EHR system, preparing and proofing reports, notices, correspondence, overseeing and maintaining office filing system and prescreening mail and faxes;
7. Provides reports as needed, and ensures that accounting and recordkeeping policies and practices are being followed in all assigned programs;
8. Creates, maintains, and enters information accurately into databases and EHR system;
9. Answers and creates professional emails daily, documents outreach to clients, and documents incoming referrals;
10. Provides input on Administrative staff performance to the direct Supervisor/Manager;
11. Keeps reception area and office clean, sanitized, and presentable;
12. Conducts special projects as directed;
13. Other related duties as assigned.

**ORGANIZATIONAL RESPONSIBILITIES:**1. Performs work in alignment with the BestCare’s mission, vision, values;
2. Supports the organization’s commitment to diversity, equity, and inclusion by fostering a culture of open-mindedness, cultural awareness, compassion, and respect for all individuals;
3. Strives to meet Program/Department goals and supports the organization’s strategic goals;
4. Adheres to the organization’s Code of Conduct, Business Ethics, Employee Handbook, and all other relevant policies, procedures, and other compliance needs;
5. Understands and maintains professionalism and confidentiality per HIPAA, 42 CFR, and Oregon Statutes;
6. Attends required program/staff meetings and completes assigned training timely and satisfactorily;
7. Ensures that any required certifications and/or licenses are kept current and renewed timely;
8. Works independently as well as participates as a positive, collaborative team member.
9. Performs other organizational duties as needed.

**QUALIFICATIONS:****EDUCATION AND/OR EXPERIENCE REQUIREMENTS:*** Assoc. degree or college-level business courses + 2 years’ solid business/office experience preferred or
* HSD or equivalent + 4 years’ solid business/office experience

**LICENSES AND CERTIFICATIONS:*** Must maintain a valid Oregon Driver License or obtain one upon hire, have a reliable vehicle and adequate insurance, and be insurable under the organization’s auto liability coverage policy

**PREFERRED:*** Experience with multi-line phone system is preferred
* Bilingual in English/Spanish preferred

**REQUIRED COMPETENCIES:** Must have demonstrated competency or ability to attain competency for each of the following within a reasonable period: * Strong proficiency in MS Office 365 (Word, Excel, Outlook), EMR system, MOTS, virtual meeting platforms, internet, and ability to learn new or updated software
* Proficiency with report-writing techniques and strong understanding of basic accounting practices and recordkeeping
* Excellent interpersonal and customer service skills
* Ability to show compassion towards individuals with mental health and substance abuse disorders within a culturally diverse community
* Excellent communication skills (oral and written)
* Excellent organizational skills and attention to detail, accuracy, and follow-through
* Strong time management skills with a proven ability to meet deadlines
* Critical thinking skills
* Ability to maintain strict confidence as required by HIPAA, 42 CFR, and Oregon Statutes
* Ability to work effectively and respectfully in a diverse, multi-cultural environment
* Ability to work independently as well as participating as a positive, collaborative team member.
* Ability to build and maintain positive relationships and to build high-performing teams
* Ability to function well and use good judgment in a high-paced and at times stressful environment
* Ability to manage conflict resolution and anger/fear/hostility/violence of others appropriately and effectively

**TOOLS AND EQUIPMENT USED:** Standard office equipment including computer/laptop, copy/fax/scanning machine, printer, telephone, and multi-line phone.**WORK ENVIRONMENT/PHYSICAL DEMANDS:** The work environment is respectful, multi-cultural and inclusive, and the characteristics described above 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 manner that meets the standards for professional attire at Best Care or per department-or job-specific requirements (See Dress Code Policy in Employee Handbook). Other working conditions/demands include:* Primarily indoors (95%)
* Prolonged periods sitting at a desk and working on a computer/laptop, with occasional standing and walking
* Exerts force or lifts/carries up to 10-20 pounds at times
* Pushes/pulls 50-75 pounds occasionally
* Continuous use of arms, wrists, hands to perform repetitive tasks/motions
* Occasional grasping/squeezing and reaching above or below shoulder-level
* Must be able to hear alarms/telephone/audio/normal speaking voice
* Must have clarity of vision: Near (<20”); Mid (>20” to < 20’); Far (> 20’)
* Must be able to drive motor vehicle to perform job
* May be exposed to communicable disease
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| **ACCEPTANCE AND EQUAL EMPLOYMENT OPPORTUNITY:**BestCare provides equal employment opportunities to all employees and applicants for employment without regard to race, color, national origin/ancestry, religion, sex, sexual orientation, gender, gender identity, marital or family status, age, genetic information, expunged juvenile record, military status or performance of duty in a uniformed service, physical or mental disability, or any other characteristic protected by local, State, or Federal laws, regulations, or ordinances. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.I have received, reviewed, and accept the above job description and understand that this does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the business needs for the employer and requirements of the job change. |
| **Employee Name (Print):** |  | **Date:** |  |
| **Employee Signature:** |  |