



<b>Job Title:</b>	Senior Administrative Assistant	<b>Position #:</b>	AS-
<b>Job Family:</b>	Administrative Services	<b>FLSA Classification:</b>	Non-Exempt/Hourly
<b>Reporting Supervisor:</b>	Program Director	<b>Salary Level/Range:</b>	AS-3A

**JOB DESCRIPTION**

**JOB SUMMARY:** The Senior Administrative Assistant provides high-level administrative support to the Program Director with a commitment to BestCare’s mission, vision and values and understanding and adherence to the BestCare’s Ethics Statement and all other regulations, policies, and procedures. This position carries a high level of responsibility, dependability, and frequent contact with internal and external partners.

**ESSENTIAL FUNCTIONS:**

1. Provides high-level administrative support and assistance to the Program Director, including complex, confidential, and specialized clerical and administrative activities in support of the programs and/or other assigned leadership staff as assigned by the Director;
2. Completes meeting arrangements for any meetings with community or business partners;
3. Maintains records of current BestCare Policies and Procedures and contracts pertaining to program services;
4. Performs clerical and administrative tasks including drafting letters, memos, invoices, reports, and other documents for the Program Director;
5. Arranges travel and accommodations for Program Director and or other program staff, as assigned by the Director;
6. Provides support to Program Director compiling, recording, and submitting monthly expense reports;
7. Receives incoming communication or memos on behalf of Program Director, reviews contents, determines importance, and summarizes and/or distributes contents to appropriate staff;
8. Performs office tasks including maintaining records, ordering supplies for the Program Director, and performing basic bookkeeping, filing, record keeping;
9. Assists the Program Director with computer/IT issues within the programs/services;
10. Develops and maintains cooperative and collaborative relationships with co-workers, colleagues, clinical/treatment team members, the public, consumers, and regulatory agencies;
11. Demonstrates and maintains the professional atmosphere of the corporate office;
12. Performs other related duties as assigned by the Program Director.
13. Conducts special projects as directed;

**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 ability to obtain one upon hire, and be insurable under the organization's auto liability coverage policy (minimum 21 years of age and with no Type A violations in the past 3 years, or three (3) or more Type B violations)

**PREFERRED:**

- Experience in a behavioral health, social services or human services setting 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, Outlook, and especially Excel,), 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 and dependability are essential
- 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:

14. Primarily indoors (95%)
15. Prolonged periods sitting at a desk and working on a computer/laptop, with occasional standing and walking
16. Exerts force or lifts/carries up to 10-20 pounds at times
17. Pushes/pulls 50-75 pounds occasionally
18. Continuous use of arms, wrists, hands to perform repetitive tasks/motions
19. Occasional grasping/squeezing and reaching above or below shoulder-level
20. Must be able to hear alarms/telephone/audio/normal speaking voice
21. Must have clarity of vision: Near (<20"); Mid (>20" to < 20'); Far (> 20')
22. Must be able to drive motor vehicle to perform job
23. May be exposed to communicable disease

**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.

<b>Employee Name (Print):</b>		<b>Date:</b>	
<b>Employee Signature:</b>			