



Center for Human Services

Building a stronger community...one family at a time.

Mailing Address: 17018 15th Avenue NE • Shoreline WA 98155 • 206-362-7282 V/TDD • Fax 206-362-7152 • Email: admin@chs-nw.org

Job Announcement **ADMINISTRATIVE SUPPORT SPECIALIST**

Want to join an innovative community-based organization? If you value social justice, are committed to providing quality services, and are not afraid of challenges, we want to talk with you. Center for Human Services (CHS) is currently seeking the right administrative support specialist to join our team. We offer our staff an EXCELLENT benefit package which includes fully paid health, vision, dental, pharmacy, life, and long-term disability insurance, as well as a generous leave package.

The Administrative Support Specialist is a member of Substance Use Department where assigned duties will include reception for the site, answering phones, assorted clerical tasks, centralized scheduling for site's substance use professionals. This is a non-exempt position, located at our Shoreline-170th site. Salary \$17.50 per hour.

Job Requirements:

- Associate degree in business, clerical or related background or High School or GED certificate with a minimum of 2 years of clerical experience
- Previous experience in the behavioral/medical field preferred
- Ability to work independently, problem-solve and prioritize responsibilities.
- Ability to handle multiple priorities simultaneously
- Detail oriented, with strong organizational skills
- Commitment to confronting racism, sexism, heterosexism, and other discriminatory practices
- Ability to work cooperatively as part of a team
- Sense of humor

CHS is a non-profit organization with a great work environment, including staff who are passionate about and dedicated to the community. If you want to join an established organization at a time of growth and transformation, this is the place.

To apply, send resume and cover letter to jobopportunities@chs-nw.org. Full job description can be found below:

Job Description **ADMINISTRATIVE SUPPORT SPECIALIST**

GENERAL DESCRIPTION

The Support Specialist provides office reception, assures that the site is equipped and conducive to fulfilling our mission, answers the main phone line for the agency promptly (3 rings or less) & professionally, and provides additional administrative support to SUD Department. The support specialist serves as back-up to the Site Coordinator. This is a non-exempt position. Supervised by the SUD Director.

MAJOR RESPONSIBILITIES – Specific for this position

- Provide main desk and multi-line telephone reception in a respectful, professional, efficient, and effective manner
- Wear phone headset when away from the front desk to assure prompt answering
- Conduct administrative duties related to intakes
- Collect fees and co-pays for clients
- Schedule clients for individual sessions with SUD staff on site
- Check in SUD clients using Credible (electronic health record)
- Scan documents to client files for the Intake case managers and counselors
- Provide program information, community resources, and referrals
- Provide clerical support as needed
- Assist in maintaining office equipment



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- Assure professionalism of building appearance
- Perform designated administrative tasks to prepare for the annual auction and work at the auction
- Coordinate or provide support for other special events as requested, may include the occasional weekend or holiday (e.g. United Way Day of Caring and Celebrate Shoreline)
- Maintain room schedules for the site on a weekly basis
- Participate in required agency and community meetings
- Perform designated administrative tasks to prepare for annual auction and work at the auction
- Provide a safe, clean, and healthy environment for Center for Human Services
- Make client phone calls as assigned
- Manage the site's petty cash
- Provide volunteer coordination for agency programs including recruitment, processing applications, interviewing, and general training prior to passing on to appropriate program or staff person
- Process all incoming and outgoing mail, including bulk mailings
- Process donations, enter donations into SAGE database, and prepare thank you letters
- Process all monies received at front desk, accurately prepare bank deposits, distribute employee checks, and process credit card payments
- Maintain and order office supplies for the site and other sites when necessary
- Serve as back-up to Site Coordinator when needed, coordinating maintenance of building, handling office facilities issues, and providing new hire orientation

MAJOR RESPONSIBILITIES – Agency in general

- Provide all services utilizing a strengths-based, family-focused, client-centered, trauma-informed, culturally competent approach that is integrated with other services
- Participate in creating and maintaining a workplace that values diversity and treats everyone with dignity and respect without regard to race, color, age, religion, creed, gender, gender identity, gender expression, sexual orientation, national origin, marital status, the presence of any sensory, mental, or physical disability
- Utilize teamwork and open communication
- Have prompt and consistent attendance during scheduled working hours
- Provide services in a manner that expedites the meeting of contract requirements and program outcomes
- Maintain documentation in a timely, thorough and accurate manner
- Follow agency policies and procedures, RCWs, WACs, CARF standards, and other external regulations
- Follow CHS's Code of Ethics
- Perform all other tasks as assigned by the supervisor, manager, or a director that furthers the success of programs and/or the agency

MINIMUM REQUIREMENTS

- Experience as receptionist preferred
- Experience with diverse populations
- Experience in social services setting preferred
- Experience with multi-line phone systems
- Intermediate skills with Microsoft Office; familiarity with Desktop Publishing a plus
- Excellent written and verbal communication skills
- Presents self in professional manner
- Ability to work with challenging people
- Strong organizational, multi-tasking, administrative and communication skills
- Ability to work independently, organize, and prioritize responsibilities
- Relevant skills for recruitment, training and supervision of volunteers
- Commitment to confronting racism, sexism, heterosexism, and other discriminatory practices
- Experience and demonstrated ability to successfully work within a diverse cultural setting and provide culturally competent services
- Ability to work cooperatively as part of a team
- Ability to work in an unstructured and unpredictable setting, ability to adapt to change
- Sense of humor

CHS is an Equal Opportunity Employer

The mission of the Center for Human Services is to strengthen the community through counseling, education and support to children, youth, adults and families.

Our Values: Embrace diversity, provide accessibility, champion collaboration, demand accountability, personify integrity, and have fun.