



Job Announcement **ADMINISTRATIVE SUPPORT SPECIALIST – EDMONDS OFFICE**

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 assists with daily operations of our office space in Edmonds that hosts staff and services that include mental health office-based and school-based teams. Duties will include, but are not limited to: answering phone calls, assorted clerical tasks, scheduling of clients and participants, and overall administrative support for the site's mental health leadership and staff. Reports to the Mental Health Department Manager. This is a full-time, non-exempt position, 40 hours per week – Monday through Friday – 9:00am – 5:30pm with a salary at \$23.32 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 – EDMONDS OFFICE

GENERAL DESCRIPTION

The Administrative Support Specialist assists with daily operations of our office space in Edmonds that hosts staff and services that include mental health office-based and school-based teams. Duties will include, but are not limited to: answering phone calls, assorted clerical tasks, scheduling of clients and participants, and overall administrative support for the site's mental health leadership and staff. This is a non-exempt position. Reports to the Mental Health Department Manager.

MAJOR RESPONSIBILITIES – Specific for this position

- Staff reception desk and phones and provide general oversight of the office
- Greet clients, participants and guests



- Schedule ongoing appointments with clients for mental health counseling
- Support the administrative needs of programs with tasks such as: faxing, filing, receiving payments from clients, ordering supplies, organizational tasks, processing incoming and outgoing mail, data collection and generating reports for leadership, etc.
- Create and maintain a calendar to track deadlines
- Support quality assurance reviews to ensure client and therapist measurement tools have been administered and processed
- Assist with mental health audits
- Complete other clerical tasks as assigned
- Accurate data collection and documentation in an Electronic Health Record
- Help staff with computer related questions and work with our IT vendor (and others such as Credible Help Desk) to problem solve any IT related issues for office
- Participate in new hire orientations and training
- Have a passion for working in and for the community with a focus on mental health and family wellness
- Demonstrate commitment to providing a welcoming environment that reflects diversity, equity, and inclusion and personally engaged in learning and growth related to social justice, race, power, and privilege.
- Participate in required agency and community meetings
- May supervise non-professional volunteers and track volunteer hours
- Provide a safe, clean, and healthy environment by implementing processes and procedures for the site

MAJOR RESPONSIBILITIES – Agency in general

- Provide all services utilizing a strengths-based, family-focused, client-centered, trauma-informed, culturally sensitive 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

- Associate degree in business, clerical or related background or High School or GED certificate with a minimum of two years of clerical/admin experience
- Previous experience in the behavioral health and/or medical field preferred
- Ability to work independently, problem-solve and prioritize responsibilities
- Ability to multi-task
- Detail orientated, with strong organizational skills
- Proficient computer skills using basic programs
- Passes a criminal background check
- 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 sensitive services
- Ability to work cooperatively as part of a team
- Ability to work in an unstructured and unpredictable setting; ability to adapt to change
- Bilingual in Spanish/English preferred (Basic conversational Spanish as the site will serve Spanish speaking families)
- 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.