Job Announcement

AMINISTRATIVE SUPPORT SPECIALIST – 170TH

Center for Human Services is excited to hire a new team member for our Substance Use Department. We are a thriving community health agency that offers great work environment, including staff who are passionate about and dedicated to the community. CHS is a non-profit organization that has been serving the community for 50 years!

About the position
We are looking to hire an Administrative Support Specialist. 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. Supervised by the SUD Director. The support specialist serves as back-up to the Site Coordinator. This is a full-time, non-exempt position located at our 170th Shoreline office. Starting salary is $23.32 an hour.

What we require:
- Experience as receptionist preferred
- Experience with diverse populations
- Experience with multi-line phone systems
- Excellent written and verbal communication skills
- Ability to work with challenging people
- Ability to work independently, self-starter
- Attention to detail accompanied by good organizational skills
- Critical thinking skills, persistence, and patience.
- Ability to work cooperatively as part of a team.
- Sense of humor

We offer our staff an Excellent benefit package which includes fully paid (prorated if part-time) health, vision, dental, pharmacy, life, and long-term disability insurance, as well as a generous leave package.

Center for Human Services is an Equal Opportunity Employer. To apply, please submit your resume and cover letter electronically.

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

Job Description

ADMINISTRATIVE SUPPORT SPECIALIST – 170TH

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 telephone reception in a respectful, professional, efficient, and effective manner
• 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
• 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 relay information to the Executive Assistant who will prepare thank you letters and enter donations into SAGE database; back-ups Executive Assistant with this task when needed
• Process all monies received at front desk, 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
• 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: Model diversity, equity, & inclusion; provide accessibility; champion collaboration; demand accountability; personify integrity; and have fun.