



Center for Human Services

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

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Job Announcement

ADMINISTRATIVE 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

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. This is a full-time, non-exempt position. Supervised by the SUD Director. Starting salary is \$25.46 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.
- Ability to bring a spirit of camaraderie to your professional work relationships

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. This is a full-time, 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



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- Schedule clients for individual sessions with SUD staff on site
- Check in 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
- Maintain room schedules for the site on a weekly basis
- Participate in required agency and community meetings
- Provide a safe, clean, and healthy environment for Center for Human Services
- Make client phone calls as assigned
- Process all incoming and outgoing mail, including bulk mailings
- Process all monies received at front desk and process credit card payments including fees and co-pays for clients
- Maintain and order office supplies for the site and other sites when necessary

MAJOR RESPONSIBILITIES – Agency in general

- Provide all services utilizing a strengths-based, family-focused, client-centered, trauma-informed, culturally humble approach that is integrated with other services
- Participate in creating and maintaining a safe 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
- 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, managers, or directors that further 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 practicing cultural humility, self-reflection, and continued education on Diversity, Equity, Inclusion, and Belonging topics
- Demonstrated ability to successfully work within a diverse cultural setting and provide services through the perspective of cultural humility
- Ability to work cooperatively as part of a team
- Ability to work in an unstructured and unpredictable setting, ability to adapt to change
- Ability to bring a spirit of camaraderie to your professional work relationships

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 & belonging; provide accessibility; champion collaboration; demand accountability; personify integrity; and have fun.



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