



Senior Office Assistant

Job Code: SOA - 104
Revision Date: Dec 21, 2018

Salary Range:
\$11.31 - \$18.51 Hourly
\$904.80 - \$1,480.80 Biweekly
\$23,529.00 - \$38,491.00 Annually

FLSA: Non-Exempt

Overview

We are an agency committed to innovative behavioral health services in trauma-informed care that promote healing and recovery to instill a sense of empowerment and foster a lifelong sense of resilience.

General Description

Under general supervision, perform a wide variety of general clerical tasks and functions.

This class works under close to general supervision according to set procedures but determines how or when to complete tasks.

Duties and Responsibilities

The functions listed below are those that represent the majority of the time spent working in this position. Management may assign additional functions related to the type of work of the position as necessary.

- Greet and assist EHN personnel, EHN board members and the public in person and over the telephone. Involves: Greet and respond to visitors and personnel in a professional manner. Provide appropriate information and documents to the EHN personnel and the public related to area of responsibility. Exercise of proper telephone etiquette, responding to inquiries, taking messages and forwarding inquiries to the appropriate party.
- Prepare and edit specialized documents and correspondence for review. Involves: Use of personal computer for the preparation of documents, correspondence, memoranda, forms and certificates. Maintain record keeping and file documents and information in accordance with specified guidelines to include scanning documents. May post simple accounting records, prepare records, vouchers or other documentation.
- Review and enter sensitive or complex data, maintain records and files, databases and record keeping sources. Involves: Enter data, verify accuracy maintain and update pertinent data characteristic of assigned area and monitor systems operation. Data may include: accounting (purchase orders, vouchers); human resource data (employee information, payroll data entry); activity/location codes, change orders, inventory, service applications, meeting minutes, material description and unit price, surveys, invoices,

requisitions and class C citations, parking citations and charging instruments. Update and prepare spreadsheets, and generate reports (work history, billing, etc.). Review computer generated printouts for accuracy.

- Provide computer assistance to users. Involves: Train office personnel in use of various computer programs. Locate computer files, run back up of primary computer server. Assist users with printer problems.
- Perform a broad variety of related office clerical activities and support functions. Involves: Maintain inventory and order office supplies, coordinate and schedule meetings, track schedules, prepare payroll documents and complex records, receipt and conveyance of information within area of responsibility, handle petty cash. May perform minor cashiering as a backup.
- Receive, review and sort mail, interoffice correspondence, packages and other communications. Involves: Identification of recipient and delivery priority, review and maintenance of appropriate level of confidentiality, and distribution of all communications.
- Performs other duties as assigned.

Minimum Education and Experience Requirements

A High School diploma or GED, and two (2) years office support experience.

Experience with trauma-informed services; cognitive behavioral therapies, including DBT; and motivational therapies including the use of incentives, preferred.

Required Knowledge and Abilities

Knowledge of trauma-informed theories, principals, and practices (includes multi-faceted understanding of concepts such as community trauma, intergenerational and historical trauma, parallel processes, and universal precautions), preferred.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit and use hands and fingers to handle or feel. The employee frequently is required to reach with hands and arms; stoop, kneel, crouch, or crawl; and talk or hear. The employee is occasionally required to stand, walk, and climb or balance. The employee must frequently lift and/or move up to 25-35 pounds and may manually push/pull a dolly. Specific vision abilities required by this job include close vision, color vision, depth perception, and ability to adjust focus. Must be able to operate a vehicle.

Unavoidable Hazards (Work Environment)

- None

Special Certifications and Licenses

- Must possess and maintain a valid state Driver's License with an acceptable driving record.
- Must be able to pass a TB, criminal background and drug screen.

Americans with Disabilities Act Compliance

Emergence Health Network is an Equal Opportunity Employer. ADA requires Emergence Health Network to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

Other Job Characteristics

- Staffing requirements, including criteria that staff have diverse disciplinary backgrounds, have necessary State required license and accreditation, and are culturally and linguistically trained to serve the needs of the clinic's patient population.
- Credentialed, certified, and licensed professionals with adequate training in person-centered, family centered, trauma informed, culturally-competent and recovery-oriented care.

Note: This Class Description does not constitute an employment agreement between the Emergence Health Network and an employee and is subject to change by the Emergence Health Network as its needs change.