

# Office of Diversity and Equity

## College to County Mentorship Program

### Job Description

<b>Department</b> Department County of Human Resources	
<b>Division</b> Aging, Disability and Veterans Services	
<b>Location</b> Multnomah County East. 600 NE 8th St Gresham, OR 97030	
<b>Classification</b> Intern/Mentee Office Assistant 2	<b>Salary</b> 15.58/hr
<b>Supervisor</b> Lee Girard	<b>Duration</b> 3-Months – 40hrs/wk

<b>Position Description</b> Performs a variety of clerical and customer service functions in order to support staff and serve customers. Is assigned both primary and back-up duties and is trained to cover other duties to flexibly support the needs of the office. Strong emphasis is on performing customer service to external customers through reception and switchboard responsibilities and client benefit disbursements and receipting. Also included are file and information management, processing invoices, operating and maintaining equipment, performing and maintaining established business controls and general support to internal customers.
<b>Job Functions /Duties</b>
<b>FUNCTION 1: Customer Service</b> Follow federal, state and local rules, policies and guidelines in providing support to both internal and external customers. Greet customers and gather information to direct callers/visitors to appropriate staff. Independently handle general customer, client and provider inquiries.
<b>FUNCTION 2: File and Information Management</b> Maintain files, case records, and/or other documentation required in assisting ADVSD staff. Develop and maintain documents, spreadsheets and other data gathering tools.
<b>FUNCTION 3: Business Controls and General Support</b> .Cordinate work and job duties between LTC and Community Services. Provide support to LTC and Community Services staff. Coordinate and distribute necessary information to both internal and external partners
<b>FUNCTION 4: Workload and Self-Management</b> Makes the best use of available time and resources to effectively manage tasks and meet productivity expectations. Perform job duties independently and participate in teams. Practice effective self management of workload and stres
<b>FUNCTION 5: Skill Development and Professionalism</b> Provide consultation to co-workers of any classification and to staff of partner programs/agencies. Keep current on all policies and procedures for the programs administered. Continually improve professional skills, knowledge, and ability in order to achieve expert status. Promote a culture of respect, inclusiveness, and appreciation of diverse perspectives, backgrounds, and values. Be responsible for ethical practices at all times. Observe client confidentiality per program, agency and HIPAA rule
<b>FUNCTION 6:</b>
<b>FUNCTION 7: Other duties as assigned:</b> Included but are not limited to working in collaboration with various teams, units and committees. Participate in trainings, meetings, and special projects.

**Veterans' Preference:** Under Oregon Law, qualifying veterans may apply for veterans' preference for this recruitment. Review our [veterans' preference website](#) for details about eligibility and how to apply.

For veterans qualified for Veterans' Preference: If you believe you have skills that would transfer well to this position and/or special qualifications that relate to this position, please list those skills and/or qualifications in the box below. Clearly explain how those skills and/or qualifications apply.

**Application Instructions:**

Please fill out and submit an application for this position through the form also located at this website: <https://multco.us/diversity-equity/college-county-mentorship-program>  
The deadline for submitting online application is March 20, 2015.