

College to County Mentorship Program

POSITION DESCRIPTION

Today's Date: 1/27/17

Division Name: **ADVSD**

Department Name: **DCHS**

Current Job Class Title: **Office Assistant 2**

Class Code #: **6001** Position #:

Please check the appropriate boxes. Is this a:

- ☒ Regular assignment ☐ Out of class work
☒ Full time ☐ Part-time, hours/week
☐ Limited Duration

Working title: **OA2**
(if different than class title)

Incumbent's Name & SAP#:

Phone Number: ext.

Supervisor Name/Title: Kate Reinhart, Program Supervisor

Phone Number: 503-988-5637 ext.

SECTION 2 - PROGRAM INFORMATION In 2-3 sentences, briefly describe mission or purpose of the Program where this position is assigned.

The Aging, Disability and Veterans Services Division promotes and provides elderly and people with disabilities with services and programs that encourage independence and dignity. ADVSD administers Title XIX (Medicaid), Long-term Care, Older Americans Act and Oregon Project Independence programs. In addition, branch offices perform eligibility determinations for PMDDT, Supplemental Nutritional Assistance Program (SNAP), and the Oregon Health Plan. Local offices are responsible for providing appropriate social, health care, financial and protective services to all eligible persons in the least restrictive and most cost effective and appropriate environment.

PURPOSE OF POSITION:

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.

SECTION 3 - DESCRIPTION OF JOB DUTIES Most jobs generally consist of **four to six major functions** that relate directly to the purpose of the position. List these major functions, along with key tasks performed. Functions are sets of tasks that generally take 10% or more time/attention of a job. Please list the major functions with the corresponding percentage of time, in **descending** order of importance.

% of Time	ESSENTIAL JOB FUNCTIONS
75%	FUNCTION 1: Customer Service 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.
5%	FUNCTION 2: File and Information Management File, transfer and archive case files and documents. Respond to requests for files. Maintain forms, brochures, and client announcements/postings/notifications. Maintain rosters and databases; develop spreadsheets and/or reports as requested. Process mail, faxes and electronic requests and referrals.
5%	FUNCTION 3: Financial In accordance with federal, state and local rules, standards and guidelines: Receive, receipt, record and deposit client payments. Process payments to providers and clients. Inventory and order office supplies. Order, maintain and issue negotiables. Initiate telecommunications, information technology and facilities repairs and orders. Process payroll. Serve as Notary Public. Complete lost check affidavits, forgery packets and audits as assigned.

5%	<p>FUNCTION 4: Business Controls and General Support</p> <p>Process Homecare Worker and/or Relative Adult Foster Home applications in accordance with federal, state and local rules, standards and guidelines. Monitor and ensure that equipment is maintained in proper working order e.g. cars, EBT machine, and general office equipment. Process requests for hearings. Order and maintain brochures and forms. Keep work areas and interview rooms stocked with supplies. Provides support to management, work groups and general staff.</p>
5%	<p>FUNCTION 5: Workload and Self-Management</p> <p>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 stress.</p>
5%	<p>FUNCTION 6: Other duties as assigned: Included but are not limited to working in collaboration with various teams, units and committees. Participate in trainings, meetings, and special projects.</p>
	<p>SKILL DEVELOPMENT AND PROFESSIONALISM 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 rules.</p>
	<p>MAINTAIN A SAFE AND HEALTHFUL WORKPLACE All employees will receive safety and health training so that they can safely and properly do their work. All employees will follow all policies/procedures in place to promote a safe and healthful work place. All employees will incorporate safe work practices with each task performed and actively participate in initiatives designed to promote a safe work environment.</p>
100%	

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 link provided by your program coordinator. The deadline for submitting online application is April 3, 2018 at 12:00 AM.