



# New Directions<sup>®</sup> Northwest Inc.

**Administrative Office**  
(541) 523-7400  
Fax: (541) 523-4927  
2100 Main Street, P.O. Box 1005  
Baker City, OR 97814  
[www.newdirectionsnw.org](http://www.newdirectionsnw.org)  
Chief Executive Officer: Shari Selander

*New Directions for Positive Changes....*

*“Specializing in helping people with Alcohol, Drug, and Gambling Addictions, Mental Health, Developmental Disabilities and Prevention.”*

## POSITION DESCRIPTION

Name: \_\_\_\_\_ Employment Status: **Regular Full-Time**

Program: **New Directions Behavioral Health & Wellness** Exempt/Non-Exempt: **Non-exempt**

Class Title: **Office Specialist** Effective Date: **2018**

General Purpose: Primary responsibility is scheduling and maintaining client and staff schedules. Responsible for workflow and scheduling in the front office at NDBH&W.

Supervision Received: This position works under the direct supervision of the Office Supervisor

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Excellent customer service
- First point of contact for individuals seeking/ receiving services
- Primary responsibility is checking individuals in
- Contacting appropriate staff that individual is here
- Verifying individual information including insurance
- Scheduling individuals for appropriate staff and services
- Making schedule adjustment in a timely manner
- Daily calling to remind individuals of their appointments
- General office duties of filing, mail, contacting agencies for client information and special projects as assigned.
- Taking, transcribing and distributing Staff meeting minutes.
- Coordinates scheduling of business office appointments for all staff.
- Responsible for telephone, voice mail, fax, scanning and copy machine systems to include maintenance and troubleshooting problems.
- Observe UAs as needed with appropriate documentation.
- Take minutes for the staff meetings and post in the copy room within one business day.
- Other duties as assigned.

### DESIRED REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### EDUCATION AND EXPERIENCE

High school diploma or equivalent GED certificate supplemented with additional work experience and/or education in office systems and computer systems. Must have at least two years of experience as an Office Specialist II; or must have a minimal of 3 years experience performing business office functions. Must be computer literate and have the ability to utilize word processing and spreadsheets, and learn clinical software systems. Additional experience in office administration and team leadership is desirable.

**Baker House: Womens Program**  
(541) 523-6581  
Fax: (541) 523-9237

**Baker House: Mens Program**  
(541) 523-8320  
Fax: (541) 523-8325

**Recovery Village Women & Children Residential**  
(541) 523-4049 Fax 541-523-4062

**New Directions Program at Powder River Correctional Facility**  
(541) 523-9894 Fax: 541-523-8067

**Behavioral Health and Wellness**  
(541) 523-3646  
Fax:(541) 523-7602

**Prevention Programs:**  
Substance Abuse  
Mental Health Promotion and Prevention  
(541) 524-9070 Fax: 541-524-9077

**Developmental Disabilities**  
(541) 523-8366  
Fax: 541-523-4927

**Total Health Program**  
(541) 524-9070  
Fax: 541-524-9077



**OTHER SKILLS AND ABILITIES**

Considerable knowledge of office principles and practices. General knowledge and experience in word processing and data entry. Knowledge of computer database management is desirable. Ability to work effectively with other employees and the general public. Good organizational and time management skills are essential. Must be able to work with minimal supervision. Must be able to accurately type a minimum of 60-65 WPM. Must have in-depth knowledge of standard office equipment to include computer, phone system, copier, and fax machines.

**Confidentiality:** This position requires the handling of highly confidential information. Must adhere to rules and laws pertaining to client confidentiality.

**Communication Skills:** Must be able to communicate information in both oral and written form with the ability to present and exchange information internally across teams and co-workers, and externally with clients and the public. Information communicated ranges from routine/basic information to complex and confidential information. Must have the ability to handle simple personnel matters and communicate issues appropriately with staff and supervisor.

**Attitudes/Teamwork/Leadership:** Must be able to work effectively and constructively with Office Supervisor and the NDBHW team. Applicants should exhibit excellent customer service skills toward both clients and coworkers. Applicants should be able to work collegially with all other professions and should demonstrate tolerance of those with different opinions and/or attitudes.

**TOOLS AND EQUIPMENT USED**

Computer, fax machine, copy machine, and telephone; and understand, communicate.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing this job, the employee is regularly required to reach with and fully utilize their hands and arms. The employee is frequently required to stand, walk, talk and hear. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to twenty (20) pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**VALID OREGON DRIVER’S LICENSE**

Must possess a valid driver’s license and be insurable for client service purposes and for travel between business offices and to attend required meetings and/or trainings. Employee may also be required to provide client transportation on occasion. Utilize company owned vehicles when available. Must pass all criminal history check requirements as required by ORS 181.536 – 181.537 and in accordance with OAR 410-007-0200 – 410-007-0380.

This position requires the employee to dress in a professional manner.

Will you be able to perform the essential functions of this job, with or without reasonable accommodation? Please initial one  Yes  No

If no, please describe any accommodation needed: \_\_\_\_\_

**THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYMENT AGREEMENT BETWEEN THE EMPLOYER AND THE EMPLOYEE, AND IS SUBJECT TO CHANGE BY THE EMPLOYER AS THE NEEDS OF THE EMPLOYER AND REQUIREMENTS OF THE JOB CHANGE.**

\_\_\_\_\_  
Employee’s Signature

\_\_\_\_\_  
Supervisor’s Signature



