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**JOB DESCRIPTION:** Office Assistant/Receptionist

**EMPLOYMENT CATEGORY:** At-will, support

**POSITION HIRED BY:** Mid-State Health Network (MSHN)

**FULL-TIME/PART-TIME:** Full-time

**SUPERVISOR:** Deputy Director

**EXEMPT/NON-EXEMPT:** Non-Exempt

**MANAGEMENT RESPONSIBILITIES:** Personnel - No,  
Resources - Yes

**CREDENTIALING REQUIRED:** No

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### Position Overview:

Under the supervision of the Deputy Director, the Office Assistant/Receptionist shall provide administrative and office support to the executives of MSHN. The Office Assistance/Receptionist has primary responsibilities to perform a variety of administrative responsibilities including office management functions; scheduling of events, meetings and appointments, clerical tasks, tracking and maintaining MSHN policies and procedures, and receptionist support.

Responsible for carrying out all activities in accordance with MSHN policies, procedures, regulatory and compliance requirements.

### Qualifications

#### Minimum Qualifications

- Associates degree in business related field applicable to this position or related experience;
- A minimum of two years of experience supporting an executive-level office required; and
- Flexibility to meet obligations outside of normal business hours

#### Preferred Qualifications

- Experience in a healthcare environment preferred;
- Experience in a Community Mental Health Services Program; and
- Knowledge of Michigan's Mental Health Code and Public Health Code governing substance abuse services

#### Required Skills

- Ability to handle confidential information and materials is essential;
- Ability to work independently with little supervision;
- Excellent organizational skills and ability to prioritize a workload with attention to detail;
- Excellent interpersonal and human relations skills;
- Excellent verbal and written communications skills;
- Records management and life cycle of document management;
- Ability to interact positively and collaboratively with Community Mental Health Service Programs (CMHSP) and Substance Use Disorder Providers, co-workers, and clients from diverse cultural and socio-economic backgrounds;
- Use of a personal computer (PC) for administration and communication;
- Use of Microsoft Office;
- Use of standard accounting software; and
- The ability to legally drive within the State of Michigan.

<u>Responsibilities</u>	<u>Designated Back-Up</u>
Communicate effectively with MSHN executives and provides support as requested to ensure efficient office administrative support	
Prepare supporting materials and mailings as assigned	
Performs receptionist tasks such as answering phones and directing calls appropriately, daily monitoring and distribution of incoming faxes	
Retain official MSHN documents related to human resources paperwork, including personnel files, performance evaluations, new hire paperwork, etc.	
Human resource file management and related updates to electronic employee files	
Development, distribution and tracking of staff evaluation templates, leadership evaluation surveys and analysis reports	
Prepare weekly constant contact communications	
Post, coordinates, schedules, and gathers MSHN job postings, including interviews, follow up communication and background checks	
Provide incoming and outgoing verbal and written communication supports	
Updates MSHN staff contact lists, Constant Contact list and MSHN group emails	
Coordinates website calendar with MSHN meetings, notices, etc.	
Manages training model, enrolling users, addressing password resets, creating trainings, and producing reports	
Locates and develops materials and data based upon internal and external requests for information.	
Order office supplies and requests work orders and maintenance as needed	
Backup for Board of Directors packets including SUDOPB and Policy Committee	
Back up for mail opening, distribution, and check deposits	
Communicate with SUD providers regarding reporting due dates, sending reminders and notices	
Schedule meetings, notices, and appointments and maintains and distributes meeting calendars	
Complies with organizational policies and procedures, including confidentiality of employee files, code of conduct and attendance policy and policies. Compliance with HIPAA privacy rules regarding individually identifiable health information concerning individuals served or employed by the Provider Network	
Establishes and maintains appropriate working relationships with internal/external customers, vendors, companies, entities, etc. Travels to other sites and locations to attend meetings or perform work	

Be knowledgeable about and actively support: <ul style="list-style-type: none"> <li>• Culturally competent recovery-based practices,</li> <li>• person centered planning as a shared decision-making process with the individual, who defines his/her life goals and is assisted in developing a unique path toward those goals, and;</li> <li>• a trauma informed culture of safety to aid consumers in the recovery process</li> </ul>	
Perform all duties as assigned.	

## Compensation

This is a full-time, hourly position with additional benefits and a forty (40) hour per week. The schedule will be set in conjunction with the needs of the organization as approved by the MSHN Deputy Director.

## Environment & Safety

### Minimum Physical Requirements

- Ability to exert/lift up to 25 pounds of force occasionally and/or up to 15 pounds frequently and/or up to 10 pounds constantly to move objects;
- Ability to sit for extended periods of time;
- Ability to travel offsite for various meetings, activities, and events; and
- Ability to use computer, telephone, copy machine and various office equipment.

### Work Environment

- Normal office environment; and
- Frequent travel by automobile.

To carry out this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed 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.

My signature below affirms that I have reviewed the job description and agree that it accurately reflects the scope of the position for which I am responsible.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date