

Administrative Support Specialist Intern

Department of County Human Services



Intern Job Title: Administrative Support Specialist Intern

Department/Division: DCHS/ADVSD

Duration: 40 hours/week

Supervisor: Michelle Frazier

Site: Virtual/Tabor Square, 4610 SE Belmont St, Portland, OR 97215 / Due to COVID-19 safety concerns, the intern will likely work remotely.

Will the Intern drive? No

Program Summary:

The Aging, Disability and Veterans Services Division promotes and provides older adults and, people with disabilities with services and programs that encourage independence and dignity. ADVSD administers Title XIX (Medicaid), Long-Term Services & Supports (LTSS), Older Americans Act and Oregon Project Independence programs.

In addition, branch offices perform eligibility determinations for PMDDT, Supplemental Nutrition 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. [Link to website.](#)

This role 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. File and information management, processing invoices, operating and maintaining equipment, performing and maintaining established business controls and general support to internal customers.

Specific Duties or Major Tasks:

- **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.
- **File & 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.
- **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.
- **Business Controls and General Support:** 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, workgroups and general staff.
- **Workload and Self-Management:** 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.
- **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.
- **Diversity, Equity & Inclusion:** Promote a culture of respect, inclusiveness, and appreciation of diverse perspectives, backgrounds, and values. [Link to Equity and empowerment lens.](#)
- Be responsible for ethical practices at all times. Observe client confidentiality per program, agency and HIPAA rules.
- Other duties as assigned

Qualifications (knowledge, skills abilities needed for the job):

Required

- Familiarity with MS Windows, PC environment, MS Word, Excel & Google products
- Effective writing and communication skills
- Respect for and ability to work with diverse individuals
- Ability to self-manage and perform directed tasks with independence

Useful

- Familiarity with professional office environment
- Interest in a career in health care or social work

Working Conditions of the Job:

This is an office position in a majority sedentary setting.

Other conditions include:

- Problem-solving: Problems are typically recurring and routine and are solved using established practices, policies, procedures and instructions with little or no option to various procedures or processes.
- Specialized communication skills: Communicate sensitive and/or confidential information (Such as HIPAA, PHI, PII, collective bargaining, etc.). Contact includes frequent communication both internally and externally.
- Management of stressful situations: Contact with people in highly stressful or emotional situations.
- Balancing, reaching, overhead, Bending, Climbing stairs, Crawling, crouching, pulling, pushing, Eye/hand coordination, Hearing/listening, Kneeling/squatting, Lifting 10-30 pounds, Manual dexterity

Time/Schedule Requirements:

A weekly Monday – Friday schedule with some flexibility, if needed

Qualifications:

1. High School Diploma or equivalent
2. Ability to use a computer (MS Word, Excel, Database), working knowledge of email. A county-issued computer will be supplied.
3. Strong organizational and communication skills and ability to multitask and work in a fast paced, time-sensitive environment
4. Dependable and reliable

5. Must pass a criminal background check (This step happens after an offer is made)

Training and Support Provided:

The intern is fully trained and can perform the essential functions of the job independently.

Internship Outcomes:

- Opportunity to develop customer service and data entry skills
- Develop an in-depth knowledge and understanding of resources and services in Multnomah County
- Working in a professional setting and team environment

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.

Accommodation under the Americans with Disabilities Act: We gladly provide reasonable accommodation to anyone whose specific disability prevents them from completing an application or participating in this recruitment process. Please contact the recruiter below in advance to request assistance. Individuals with hearing or speech impairments may contact the recruiter through the Telecommunications Relay Service by dialing 711.

Application Instructions:

Please fill out and submit an application for this position through the form also located at this [website](#). The deadline for submitting an online application is April 4th, 2021.