



Support Staff Supervisor/Office Manager

COWLITZ INDIAN TRIBE
DEPARTMENT OF HUMAN RESOURCES

Job Title: Support Staff Supervisor/Office Manager

Department: Cowlitz Tribal Health - HHS

Schedule: Monday through Friday; 8am to 5pm

Location: Tukwila, WA

Classification: Full Time; Non-Exempt

Opening Date: April 27, 2018

Salary Range: \$19.44 - \$23.50

Closing date: Open until filled

Position Summary:

The Support Staff Supervisor/Office Manager creates coherent and efficient administrative systems that support the clinical and administrative management staff of a behavioral health clinic serving the American Indian/Alaska Native community of King County. Primary responsibilities include organizing, leading, directing and coaching the administrative personnel of Cowlitz Tribal Health Seattle (CTHS). Reception, registration, intake, transportation and other front office and related staff will be supervised by the Support Staff Supervisor/Office Manager. This position reports to the Clinic Director.

Essential Functions:

- Provide oversight to administrative staff and provide supervision of reception duties.
- Working knowledge of phone systems, office machines, and other equipment. Contact repair services when needed.
- Oversees compliance of paper and electronic clinical records functions and files including but not limited to referrals, registration, tribal enrollment documentation, billing requirements, IHS Direct Care needs etc.
- Planning, assigning, and directing administrative work flows
- Coordinates administrative staff schedules to ensure proper coverage of reception duties
- Daily monitoring of EHR and RPMS electronic systems, patient registrations patients, check for scheduling compliance and provide reports to clinicians and management when appropriate.
- Manage client Master List and create reports as needed.
- Purchase refreshments, break room needs, group and individual counseling supplies as well as office and program supplies when needed/as directed.
- Help coordinate, plan and supervise assigned building activities and community events.
- Creates and leads monthly administrative meetings with program Admin/receptionist staff
- Participate as directed in staff meetings and other meetings. Provide weekly administrative updates by reporting current news, protocols and/or information as it relates to administrative office functions.
- Act as a social media administrator by monitoring, posting, connecting, finding or creating content to post and actively promote the program through Facebook according to the Cowlitz Social Media Policy

- Work closely with the Clinic Director, Program Managers, Management Team and other clinical and administrative staff to implement a program providing high quality, culturally relevant behavioral health services to the Native community of greater Seattle metro area
- Represents CTHS in a professional manner
- Other duties as assigned by the Clinic Director

QUALIFICATIONS

This position requires the following qualifications to perform the above duties and carry out the above responsibilities:

- Associate or bachelor's degree in business management, operations and/or administrative services, or equivalent specialized experience for a minimum of three years
- Has strong working knowledge of Indian culture, Indian Country, tribal behavioral health and social service systems, and tribal government structure, or commitment to learn
- Has demonstrated strong organizational skills and ability to manage multiple tasks and competing deadlines
- Commitment to accountability, accuracy, and efficiency, especially when multitasking
- Is detail-oriented with an eye to quality assurance and compliance within an environment of competing priorities
- Respects confidentiality, has good judgment, and can work with many other personality types, e.g., is candid and willing to voice his/her opinion assertively and respectfully
- Very strong interpersonal and communication skills, demonstrated ability to communicate both orally and in writing in an effective and timely manner
- Is committed to supporting the Cowlitz Indian Tribe Health and Human Services' mission
- Can work in a Behavioral Health team environment, both in leadership and peer relationships
- Must capably operate a variety of office equipment, such as a computer, scanner, projector, teleconference phone, photocopier, printer, postage meter, etc.
- Has ability to move 25-30 lb. items
- Dependable transportation w/ Valid Driver's license
- Must submit to and pass a criminal background and debarment check and drug testing

The Cowlitz Indian Tribe is an Equal Opportunity Employer, and a Drug & Alcohol-Free workplace.

Except as provided by Title 25 CFR, Section 472 which allows for Indian preference in hiring, the Cowlitz Indian Tribe does not discriminate on the basis of race, color, creed, age, sex, national

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origin, physical handicap, marital status, politics, or membership or non-membership in an employee organization.

Please mail resume and cover letter to:

Nancy Osborne, HR Director And/or
Cowlitz Indian Tribe
1055 9th Ave.
Longview, WA 98632

Elizabeth Rideau
Cowlitz Tribal Health Seattle
15455 65th Ave South
Tukwila, WA 98188

