



Poudre School District

HUMAN RESOURCES DEPARTMENT JOB DESCRIPTION

Job Title: **Administrative Office Assistant
(Employee Assistance Services - EAS)** FLSA Status: **Non-Exempt**
 Job Family: **Administrative Support Services** Pay Range: **SS25H**
 Prepared/Revised Date: **December 14, 2023** Job Code: **506Q9**

SUMMARY: Responsible for performing clerical duties for the Employee Assistance Services (EAS) Department including but not limited to data entry, creating, editing, distributing and filing electronic records, correspondence, and spreadsheets, maintaining files, and operating office equipment, along with answering phones, providing information, and making outgoing calls. Serve as initial contact for PSD community members as related to mental health/substance abuse benefits, including crisis triage, intake, client charting, scheduling appointments, and meetings. Highest level of confidentiality and HIPPA compliance required.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *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. Frequency of duties, percent of time and work year may vary based on department or building assignment.*

Description of Job Tasks	Frequency	% of Time
	Daily = D Weekly = W Monthly = M Quarterly = Q Annually = A	On an annual basis, e.g. 10 hours of a 40 hour work week = 10/40 = 25%
1. Provide client intake and crisis triage; verify mental health/substance use services, benefits, eligibility, and pre-certifications for clients and providers; perform reception duties and general administrative support including managing phone calls, scheduling appointments, greeting clients, and responding to inquiries from supervisors, employees/clients, providers, and external parties. Collaborate with clinical staff to ensure a seamless flow of information and efficient client care coordination.	D	35%
2. Create, maintain, and update clinical Electronic Medical Records (EMR's) in compliance with privacy regulations and program policies. Distribute, receive, and upload electronic records and forms.	D	30%
3. Contribute to the development and implementation of administrative policies and procedures to improve program operations and compliance.	D	7%
4. Create, edit, and maintain EAS social media presence	D	6%
5. Support payor operations, including the processing of provider insurance claims, claim status inquiries, and health plan participant "financial responsibility" inquiries.	D	6%
6. Provide general clerical support including printing, copying, data entry, reports, filing, correspondence, memos, forms, and minutes.	D	5%
7. Maintain office/kitchen supplies, inventory, and equipment; coordinate maintenance and repairs as needed.	D	5%
8. Attend work and arrive in a timely manner.	D	1%
9. Create and distribute monthly EAS counselor on-call schedule.	W	1%
10. Coordinate, organize and schedule meetings, trainings, and other events for staff and external stakeholders; reserve meeting space using PSD meeting room calendars and/or EAS building calendar as needed.	W	1%



11. Sort and distribute USPS and Warehouse mail, assist department in mass mailings.	W	1%
12. Coordinate/maintain internal graphic service needs (EAS business cards, envelopes, brochures, etc.).	W	1%
13. Perform other duties as assigned.	Ongoing	1%
	TOTAL=	100%

EDUCATION AND RELATED WORK EXPERIENCE:

- High school diploma, completion of G.E.D., or equivalent
- One to two years of related experience preferred
- Equivalent combination of education and experience acceptable

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Knowledge of and strict adherence to the highest level of state and federal confidentiality and HIPPA laws and regulations
- Ability to be self-directed/independent
- Oral and written communication skills
- English language skills; bilingual oral and written communication skills preferred
- Excellent communication skills, both verbal and written, with the ability to interact professionally with clients, staff, and external contacts.
- Compassion, empathy, and a non-judgmental attitude toward individuals with mental health and substance use concerns
- Math skills
- Customer service skills
- Ability to maintain strict confidentiality in all aspects of the job
- Strong organizational and time management skills, with the ability to prioritize tasks and manage multiple responsibilities effectively.
- Ability and willingness to adhere to attendance requirements, including regular and punctual employee presence
- Ability to promote and follow Board of Education policies, District policies, administrative guidelines, and building and department procedures
- Ability to communicate, interact and work effectively and cooperatively with people from diverse ethnic and educational backgrounds
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment, and report unsafe conditions to the appropriate administrator

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Operating knowledge of and experience with personal computers and peripherals
- Advanced proficiency with Microsoft Office Suite (Word; Excel; PowerPoint, Outlook; TEAMS, ADOBE)
- Operating knowledge of and experience with typical office equipment, such as telephones, copier, fax machine, E-mail, etc.
- Knowledge of Electronic Medical Record (EMR) preferred and medical/mental health terminology.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	# of EMPLOYEES
Direct reports:	This job has no direct supervisory responsibilities.	



PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands, work environment factors and mental functions described below 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.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand		X		
Walk		X		
Sit				X
Use hands to finger, handle or feed		X		
Reach with hands and arms		X		
Climb or balance	X			
Stoop, kneel, crouch, or crawl		X		
Talk				X
Hear				X
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds		X		
Up to 25 pounds		X		
Up to 50 pounds	X			
Up to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare			X	
Analyze			X	
Communicate				X
Copy				X
Coordinate			X	
Instruct		X		
Compute		X		
Synthesize		X		
Evaluate		X		
Interpersonal Skills				X
Compile			X	
Negotiate	X			

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock	X			
Work with explosives	X			
Risk of radiation	X			
Vibration	X			



VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	
Depth perception	
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	