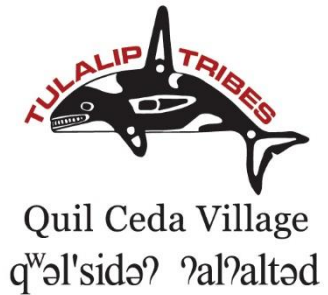


Employment Opportunity

8802 27th Ave NE, Quil Ceda Village, WA 98271
Office: 360-716-5000 • www.QuilCedaVillage.org



JOB TITLE: Office Manager

DEPARTMENT: Quil Ceda Creek Counseling Company (QCCCC)

JOB DESCRIPTION: The Office Manager coordinates all clerical and administrative activities of the Quil Ceda Creek Counseling Company and assigned staff within the department. The Office Manager exercises good judgment in a variety of situations, with strong written and verbal communication, administrative, and organizational skills, and demonstrates the ability to maintain a realistic balance among multiple priorities.

TO APPLY: Complete the web form application located on the Quil Ceda Village Self Service portal: <https://ess.tulaliptribes-nsn.gov/MSSQCV/employmentopportunities/default.aspx>. For more information or questions, please visit: <http://quilcedavillage.org/Employment> or call Quil Ceda Village HR at 360-716-5016.

NOTE: *The Tulalip Tribes publicly announces that Indian Preference in hiring applies to Tulalip job opportunities.*

EMPLOYEE CLASSIFICATION: Exempt

EMPLOYEE REPORTS TO: QCCCC Administrator

EMPLOYEE SUPERVISES: Administrative Assistants, Maintenance Technician, Coding Auditor and Child Watch Attendants.

EDUCATION:

- Associate's Degree in a relevant field of study from an accredited college or university is *preferred*.

SKILLS:

- Knowledge of business and management principles involved in strategic planning, resource allocation, leadership techniques, and coordination of people and resources.
- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, transcription, designing forms, and other office procedures and terminology.
- Knowledge and adherence to state (RCW, WAC) and federal confidentiality regulations (42 CFR part 2). Applicants must always conduct self ethically and professionally.
- Knowledge of HIPAA and PHI requirements preferred.
- Knowledge of common office and administrative procedures.
- Skills in the operation of a personal computer and standard office programs and equipment.
- Skills in computer and software using all MS Office products.
- Skills as a forward-looking thinker, who actively seeks opportunities, and proposes solutions.
- Skills as a team player who enjoys working in a team environment that is mission-driven and results-oriented.

EXPERIENCE:

- Minimum three (3) years of office experience required, preferably in substance use disorder program or clinical environment.
- Minimum of two (2) years of successful experience in management is *preferred*.
- Experience in a clinical environment or substance use disorder program is *preferred*.
- Prior front-office/reception experience is *preferred*.

OTHER REQUIREMENTS:

- Valid, unrestricted WA State Driver's License
- CPR, First Aid certification required.
- BBP (Bloodborne Pathogens) certification required.
- TB screen required.
- Must provide proof of COVID vaccination. Boosters not required.
- Employment is contingent upon successful completion of a pre-employment background check, to include fingerprinting.

PHYSICAL CHARACTERISTICS AND/OR PREREQUISITES:

- Will be required to attend, complete and keep current CPR, BBP, AED, First Aid and any training deemed necessary.
- Ability to work in a cross-culture environment and understands the social and cultural context of the patients at the QCCCC, understanding the role of trauma, historical, community, family, and personal experience in wellness and recovery.
- Ability to prioritize multiple tasks with frequent interruptions.
- Ability to provide excellent customer service.
- Ability to establish and maintain effective working relationships with patients, staff, and outside agencies.

SPECIFIC JOB PERFORMED:

- Performs and manages front desk operations while fostering positive relationships with clients and QCCCC staff, provide information regarding resources, services and the facility.
- Performs, manages and organizes office operations and procedures, such as word processing, flow of correspondence, filing, and other administrative services.
- Evaluates office production, updates procedures, or devises new forms to improve efficiency of workflow.
- Establishes uniform correspondence procedures and style practices.
- Assists with administrative actions, including faxing and scanning of documents and all other office related tasks.
- Assists with formulating procedures for systematic retention, protection, retrieval, transfer, and disposal of records.
- Enters information into and reviews patient records to ensure completeness, accuracy, and timeliness.
- Maintains customer confidence and protects operations by being discreet and confidential.
- Assists with contract management duties and/or expense tracking as requested.

- Maintains, inventories, orders, collects, and distributes supplies and/or required equipment.
- Develops a working knowledge of each department under cognizance for training and substitution as necessary; facilitates cross-training of all assigned staff.
- Arrange or provide coverage for child watch positions or other non-clinical staff when necessary.
- Schedules meetings, makes training and travel arrangements, and maintains calendars for the organizational program.
- Engage, coach, supervise, train, and evaluate assigned employees. Mentors all non-clinical staff on daily basis.
- Prepares written annual performance evaluations for supervised staff.
- Assists with planning and coordinating extracurricular activities for the organization.
- Performs other duties as assigned.

TERMS OF EMPLOYMENT:

This is a Regular Full-time position, requiring at least 40 hours per week, or 2080 hours per year. Employee may be required to work after hours, weekends, special events and/or on call. Upon successful completion applicable probationary period employee may be eligible for an increase in pay, subject to budgetary restriction. Employees will be required to work on-site, no telecommuting. No provisions for relocation will be provided.

Disclaimer: The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents within this job. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications and working conditions required of employees assigned to this job. Management has sole discretion to add or modify duties of the job and to designate other functions as essential at any time. This job description is not an employment agreement or contract.