



Receptionist/Administrative Aide
Mount Vernon (Skagit County)
JOB ANNOUNCEMENT

Preference given to
applications received by:
Open until filled

REPORTS TO: HR/Office Manager

2020 TEN-STEP HOURLY RANGE: \$18.15 - \$23.69, DOQ

JOB SUMMARY: The Northwest Regional Council funds and/or provides community-based programs to help elders, people with disabilities, and people living with behavioral health disorders live in their own homes and communities for as long as possible, postponing or eliminating the need for institutional care. In addition, the agency serves as the Medicaid Transportation Broker for Island, San Juan, Skagit and Whatcom counties. The brokerage authorizes and arranges non-emergency transportation for all people eligible for Medicaid who have no other means of transportation to covered medical services.

The **Receptionist/Administrative Aide** position, sited in our Mount Vernon office, provides in-person reception for the Mount Vernon Office and remote phone reception for the Bellingham Office. In coordination with the Receptionist/Administrative Aide cited in Bellingham, answers routine questions about programs/resources available, and directs inquiries to appropriate staff/unit. Provides general clerical support to agency staff, as directed.

Assures strict confidentiality of staff, client, and provider information. Works in a team approach with other administrative support staff to assure appropriate coordination and back-up support in both Bellingham and Mount Vernon offices.

ESSENTIAL JOB DUTIES include but are not limited to:

Receptionist Duties

1. Presents a welcoming, courteous, and respectful presence while greeting walk-in clients and answering incoming calls on a multi-line telephone system (Mitel.)
2. Utilizing knowledge of agency programs and protocols, answers routine questions about programs and resources available through the NWRC and directs calls/clients to appropriate staff member.
3. Provides technical assistance to staff on use of telephone/voice mail systems; orients new users.
4. As appropriate, keeps direct-service program staff apprised of challenging or inappropriate behavior of clients; follows agency protocol (including Show-of-Support) and participates in developed behavior plan.

Administrative Support Duties

5. Receives, processes, and distributes incoming mail per established procedures. Processes outgoing mail, including special delivery and bulk mailings, per USPS requirements.
6. Monitors/maintains general office supplies inventory for the Mount Vernon office, per established procedure. Manages surplus office supplies/equipment inventory, utilizing "Lean 5S" technique.
7. Maintains copier, fax, and postage machines; sets up and maintains access codes, runs monthly usage reports and coordinates maintenance and repair services.
8. Provides orientation and technical assistance to staff on use of general office equipment.
9. Provides general clerical support to agency staff, which may include printing, copying, assembling, and binding materials for meetings, training events, mass mailings, etc.
9. May transport items between the Mount Vernon and Bellingham offices.
10. Maintains front desk/administrative support procedural manuals.

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QUALIFICATIONS:

Knowledge, Skills and Abilities:

- Excellent customer service skills that include:
 - Active listening skills – giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate.
 - Ability to communicate effectively with people of all ages and from a variety of cultural, economic and ethnic backgrounds.
 - Ability to work well with a diverse population, showing sensitivity and respect of the values that are present in working with a diverse group of people.
 - Ability to maintain professional boundaries, using tact and sound judgment with program participants when explaining program policies and procedures, including the ability to ask for assistance, as situations may warrant.
 - Ability to maintain composure during difficult situations/interacting with challenging clients.
- Knowledge of general office procedures and practices.
- Proficient in the basics of Microsoft Word, Excel, and Outlook.
- Skill and/or fluency in speaking Spanish or Russian is desired.

Education/Experience:

- High school graduate or equivalent; AND one or more years of work experience in an office environment required.
- Experience working in a human services setting preferred.

Licenses/Certificates:

- Must have a valid WA State driver's license, a vehicle available for work-related travel, and appropriate liability insurance.

WORKING CONDITIONS/PHYSICAL REQUIREMENTS: Work is performed in an office environment. The office is very fast-paced with many deadlines to meet. Potential exposure to repetitive stresses due to prolonged use of computers. Stress associated with receiving multiple tasks from various individuals may occur. Possible stress related to interaction with clients who may have mental health or substance use issues. Sufficient mobility is required for the use of office equipment such as computers, telephones, files and the copier. Sitting for extended periods of time as well as lifting a maximum of 30 pounds (file storage boxes, supplies, etc.) may be required. The ability to hear and communicate at a level sufficient to perform the essential functions of the position is required.

COVID PRECAUTIONS – At this time, our agency is open telephonically and by appointment only for in-person visits.

BENEFITS: NWRC offers employer paid medical/dental/vision for the employee and their dependents with the employee choosing from multiple medical and dental plan options. Other employer paid benefits include Life and Long-term Disability insurance with options for buy-up; participation in the Public Employees Retirement System (PERS) with employer & employee contributions, voluntary Flex Plans for health and/or child/elder care; an Employee Assistance Program (EAP) for the employee and dependents and various voluntary deferred compensation programs. Full time employees accrue paid sick and vacation leave, each at 8 hours per month, as well as 11 paid holidays per year. Alternative Work Schedule may be available after successfully passing 6-month Trial Service Period.

TO APPLY: Application materials may be requested by downloading directly <http://www.nwrcwa.org/employment/>, emailing Careers@NWRCwa.org, or contacting the Bellingham Office @ 360-676-6749. All application materials, including a cover letter and resume, must be fully completed and returned to the Bellingham office by email, postal mail or placing in the drop box.

SELECTION PROCESS: After reviewing the applications, the NWRC will contact the most qualified candidates to participate in a selection process consisting of job-related selection exercises. NWRC will make reasonable accommodation upon request for those individuals with disabilities.

Northwest Regional Council
An Equal Opportunity Employer



EMPLOYMENT APPLICATION

600 Lakeway Drive
 Suite 100
 Bellingham, WA 98225
 (360) 676-6749

POSITION APPLIED FOR

Please complete this application by typing or clearly printing. Fully and accurately complete all application questions, even if submitting your resume. This application will be evaluated to determine which applicants will continue in the selection process. Use additional sheets if more space is needed.

Name (Last)	(First)	(M.I.)
Address (Street)	(City)	(State) (Zip)
Phone (Day)	(Evening)	(Email Address)

Do you have the legal right to work in the U.S.?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<i>Note: All employment offers are contingent upon proof of eligibility to work in the U.S.</i>		
Are you related to any current employee of NWRC?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Have you ever been dismissed, discharged, fired, or asked to resign from a position? If yes, please explain.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
I learned about this job through: <input type="checkbox"/> Worksource <input type="checkbox"/> Craigslist <input type="checkbox"/> Idealist <input type="checkbox"/> Indeed <input type="checkbox"/> NWRC Website		
<input type="checkbox"/> Other Source: _____		

Education			
Type of School	School & Location	Years Completed	Degree/Certificate
High School		9th 10th 11th 12th GED Select one	
College or University Studies		1 2 3 4 Select one	
Graduate School		1 2 3 4 Select one	
Business or Tech. School		1 2 3 4 Select one	
Other Relevant Training or Courses		1 2 3 4 Select one	

License/Registration/Certificate

Description	State	Number	Expiration

Work History

List experience which relates to the qualification as required on the Job Announcement. **Begin with your most recent experience.** List all jobs separately and identify gaps in employment. **A résumé will not substitute for the information required in this section.** Résumés may be attached, but do not write "See Résumé" in lieu of completing the application.

FROM:	TITLE:	CURRENT OR MOST RECENT EMPLOYER:
TO:	PRIMARY DUTIES:	
HOURS / WEEK:		
SUPERVISOR:		
REASON FOR LEAVING:		
MAY WE CONTACT THIS EMPLOYER? <input type="checkbox"/> Yes <input type="checkbox"/> No		ADDRESS:
	PHONE:	

FROM:	TITLE:	EMPLOYER:
TO:	PRIMARY DUTIES:	ADDRESS:
HOURS / WEEK:		
SUPERVISOR:		
REASON FOR LEAVING:		
MAY WE CONTACT THIS EMPLOYER? <input type="checkbox"/> Yes <input type="checkbox"/> No		PHONE:

FROM:	TITLE:	EMPLOYER:
TO:	PRIMARY DUTIES:	ADDRESS:
HOURS / WEEK:		
SUPERVISOR:		
REASON FOR LEAVING:		
MAY WE CONTACT THIS EMPLOYER? <input type="checkbox"/> Yes <input type="checkbox"/> No		PHONE:

FROM:	TITLE:	EMPLOYER:
TO:	PRIMARY DUTIES:	
HOURS / WEEK:		ADDRESS:
SUPERVISOR:		
REASON FOR LEAVING:		
MAY WE CONTACT THIS EMPLOYER? <input type="checkbox"/> Yes <input type="checkbox"/> No		PHONE:

FROM:	TITLE:	EMPLOYER:
TO:	PRIMARY DUTIES:	
HOURS / WEEK:		ADDRESS:
SUPERVISOR:		
REASON FOR LEAVING:		
MAY WE CONTACT THIS EMPLOYER? <input type="checkbox"/> Yes <input type="checkbox"/> No		PHONE:

FROM:	TITLE:	EMPLOYER:
TO:	PRIMARY DUTIES:	
HOURS / WEEK:		ADDRESS:
SUPERVISOR:		
REASON FOR LEAVING:		
MAY WE CONTACT THIS EMPLOYER? <input type="checkbox"/> Yes <input type="checkbox"/> No		PHONE:

ADDITIONAL EXPERIENCE (volunteer, internship, etc.): _____

I certify that the information herein is true and complete. I understand that providing false information on my application or during the hiring process will be grounds for elimination from further consideration or, if employed, for dismissal at any time.

I understand that the NWRC will be conducting a background investigation which includes a criminal background check and employment-related references. Providing authorization and complete information is a requirement during the selection process.

SIGNATURE: _____
 (SIGNATURE REQUIRED FOR APPLICATION TO BE COMPLETE)

DATE: _____

Criminal Background Check Authorization

Employees of the NWRC may have access to confidential and sensitive information related to vulnerable adults and children and/or may have unsupervised access to a vulnerable adult as defined in chapter 74.34 RCW or a vulnerable person as defined in RCW 9.96A.060. For this reason, all prospective employees must agree to authorize the NWRC to conduct a criminal background check. At some point in the final steps of the selection process, you will be requested to sign a form that authorizes the NWRC to conduct a Washington State Patrol criminal background check.

I understand and agree to the NWRC conducting a WSP criminal background check in the final steps of the selection process. Additionally, I acknowledge and authorize my background to be checked on an intermittent basis to verify my eligibility for continued employment.

Applicant Signature

Date

Print Name



Employment References Release and Waiver of Liability

Please read carefully before signing

I hereby authorize the NWRC to solicit and receive information from my past employers and other references.

I authorize both my present and all former employers to release information contained in my personnel files and other related information regarding performance or employment. I willingly, knowingly, and voluntarily agree to hold harmless and agree to waive any and all legal claims against the NWRC for such inquiries and each employer, its officers, agents, directors, or representatives who provide employment information to the NWRC.

SIGNATURE: _____

DATE: _____

The NWRC utilizes an electronic Employment Reference process. Please provide the following contact information.

SUPERVISOR CONTACT INFORMATION (starting with current employer)			
Name	Place of Employment	Email Address	Phone
1.			
2.			
3.			

COWORKER CONTACT INFORMATION			
Name	Place of Employment	Email Address	Phone
1.			
2.			
3.			

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next page for Applicant Data Record.

Applicant Data Record

NWRC is an Equal Opportunity Employer and does not discriminate on the basis of race, color, religion, sex, age, national origin, disability, veteran status, sexual orientation or any other classification protected under federal, state or local law.

The NWRC is subject to certain governmental record-keeping and reporting requirements for the administration of civil rights and regulations. In order to comply with these laws, the employer invites applicants to voluntarily self-identify their race/ethnicity. Submission of this information is voluntary and refusal to provide it will not subject you to any adverse treatment. The information obtained will be kept confidential and may only be used in accordance with the provisions of applicable laws, executive orders and regulations, including those that require the information to be summarized and reported to the federal government for civil rights enforcement. When reported, data will not identify any specific individual.

This Applicant Data Record will be removed from your employment application materials and will not be considered when reviewing and evaluating your qualifications.

Full Name:	Date:
Position Applied For:	
Please identify where you learned about this employment opportunity:	
<input type="checkbox"/> Newspaper Ad <input type="checkbox"/> Employee Referral <input type="checkbox"/> Walk-In	<input type="checkbox"/> Employment Agency <input type="checkbox"/> School: _____ <input type="checkbox"/> Other (please identify): _____
Sex:	
<input type="checkbox"/> Male <input type="checkbox"/> Female	
Race/Ethnicity:	
<input type="checkbox"/> Hispanic or Latino <input type="checkbox"/> White <input type="checkbox"/> Black or African American <input type="checkbox"/> Native Hawaiian or Other Pacific Islander <input type="checkbox"/> Asian <input type="checkbox"/> American Indian or Alaskan Native <input type="checkbox"/> Two or more races	
<input type="checkbox"/> Individual with Disability	
Defined as a person who (1) has a physical or mental impairment which substantially limits one or more of his or her major life activity(s), (2) has a record of such impairment(s), or (3) is regarded as having such impairment(s). For purposes of this definition, an individual with disability(s) is substantially limited if he or she is likely to experience difficulty in securing, retaining, or advancing in employment because of the disability(s).	