

## **UMATILLA COUNTY POSITION DESCRIPTION**

Name:

Department: **CDDP**

Division/Section: **INTELLECTUAL/DEVELOPMENTAL DISABILITIES PROGRAM (I/DD)**

Position Title: **OFFICE ASSISTANT III**

Union Covered: **YES**

Salary Range: 12

BOLI Exempt: **NO**

### **GENERAL DESCRIPTION OF POSITON**

Provide administrative support to Program Manager, and general clerical support for the Developmental Disabilities Program staff while performing the duties of a receptionist for the CDDP/Juvenile Office.

### **SUPERVISORY RELATIONSHIPS**

Works under the direct supervision of the Developmental Disability Program Manager.

### **PRINCIPLE DUTIES OF POSITION**

#### **ESSENTIAL FUNCTIONS:**

A major function of this position is to provide exemplary customer service to anyone who enters the building, calls on the phone, sends emails, and any other manner that presents itself in a receptionist role. The other major function of this position is to provide administrative support to the Program Manager. Interpret for general communication, eligibility, abuse investigation, and as directed.

These support services include but are not limited to; personal, telephone or computer interaction with the public, clients and other agencies in a receptionist role.

Accurately produce meeting agendas and minutes.

Assist in collecting and compiling program statistics as requested.

Compiles program information and reports, distributing information/reports as directed.

Coordinate travel plans for department staff. Facilitate referral packets and county to county transfer packets and client transfer packets. Develops and assists Program Manager in the development of new and required tracking procedures for efficient program operation.

Provide clerical support to program staff as requested.

Maintain office supplies and facilitate vehicle maintenance as required.

Assist Personal Support Workers with entering time sheets as requested.

Maintain current contact lists for department partners.

Assist in maintaining current case files. Including scanning, and archiving files and documents as needed. These files contain direct and indirect service records, case notes, and reports. Assist in quality assurance activities as directed. Assist Program Manager to maintain current policy and procedures manual for the program.

Maintain current OAR and transmittal information for the program.

This position requires the use of computers and various computer programs to provide word processing, data based information, spread sheet financial/numerical data to and for program operation

NON-ESSENTIAL FUNCTIONS:

1. Ability to apply confidentiality in all environments.
2. Accuracy and attention to detail.
- c) Ability to work as a member of a team as well as a self-starter.
- d) Strong computer skills. Proficient with Microsoft Word and Excel.
- e) Demonstrate the ability to research and reference subjects/issues as needed.

OTHER DUTIES:

Performs other duties as assigned or needed.

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**REQUIREMENTS FOR POSITION**

1. Able to demonstrate by conduct the competencies required by OAR and compliance with CDDP Program, Umatilla County policy and procedures.
2. Able to communicate effectively in English and Spanish, orally and in writing; respond to changes desired by citizens and staff; establish and maintain cooperative working relationships with government agencies, community groups, county employees and the public.
3. Must participate in 20 hours per year of State of Oregon sponsored training or other applicable training.
4. Must demonstrate ability to act on personal initiative using sound judgment.
5. Must be proficient with computer programs, Word, Excel and others as required.
6. Must possess a valid driver's license.
7. Must have at least one year working in the human service field and three years' experience in all aspects of program support.

**DEGREES, EXPERIENCE, TRAINING REQUIRED**

1. High School Diploma or GED.
2. Proficient in Microsoft Office
3. An equivalent combination of experience and training that will demonstrate the required knowledge and abilities to perform the duties of this position.
4. Knowledge of Intellectual/ Developmental Disabilities systems and programs is an advantage.

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**Employee Signature/Date**