



JOB POSTING - ANNOUNCEMENT

OFFICE MANAGER / SCHEDULER

Kent Youth and Family Services (KYFS) is currently hiring an Office Manager/Scheduler to work at our main office in Kent for the Behavioral Health Department.

This position plays an integral part in assisting KYFS in meeting the needs of its clients and the community that it serves. The Office Manager/Scheduler is responsible for all aspects of ensuring efficient administrative operations and providing support to a variety of other departments. The position requires fastidious organization, administration, oral communication and written skills. Must enjoy and thrive in a fast moving, high energy, constantly evolving environment

DUTIES AND RESPONSIBILITIES:

- Assists with keeping the clinical team's calendars up to date.
- Schedules clients for clinical appointments; including following up with no-show/no-calls, rescheduling cancellations; and initiates appointment reminders.
- Engages as the first point of contact for existing and potential new clients; including considerably inquiry about their needs, conducting preliminary screening for appropriateness for KYFS services, insurance verification and scheduling of intake.
- Assists with insurance billing.
- Full charge of reception phones; accurately and professional direct calls to appropriate departments, and ensure clients are engaged promptly.
- Performs data entry and scanning of files.
- Handles incoming mail distribution and outgoing mail preparation.
- General clerical support including file creation and control, mailing list preparation, material collation.
- Coordination and management of weekly janitorial service, and ensuring the general upkeep and cleanliness of common areas daily between janitor visits
- Coordination and management of maintenance, including office equipment and building needs.
- Responsible for ordering office supplies and maintaining regularly used items are in stock.
- Other duties as required.

QUALIFICATIONS/REQUIREMENTS:

- Bi-lingual: English and Spanish – highly preferred.
- Knowledge and hands on experience working with electronic health records preferred
- Experienced receptionist, to answer both external and internal phone calls in a professional manner.
- Proficiency in MS Office 365 and all Office Suite products including: Excel, Word, and PowerPoint.
- Professional and support-service oriented with the ability to effectively interface with employees, all levels of management, agency clients and the general public.
- Strong communication skills: verbal and written.
- Able to function independently with minimal supervision and works well as part of a team.
- Reliable and able to prioritize, coordinate several projects and work under pressure.
- Strong time management skills with the ability to multi-task.

Kent Youth and Family Services is an Equal Opportunity Minority/Female/Individuals with Disabilities/Protected Veteran and Affirmative Action Employer. We hire qualified candidates without regard to age, race, religion, color, sex, sexual orientation, gender, gender identity, national origin, ancestry, citizenship, protected veteran or disability status, or any factor prohibited by law.

- Must be able to respect and maintain strict confidentiality at all times - HIPAA compliance required.
- Experience working with and appreciation for diverse populations. Acceptance of a variety of lifestyles, behaviors, and cultural and spiritual practices.
- Flexible schedule to work evening hours may be required as needed depending on the needs of agency clients.
- Minimum of a High School Diploma or GED
- Satisfactory completion of any required finger printing, Washington State Patrol Background check and/or other criminal background checks required.
- Valid Washington driver's license, acceptable driving record, personal automobile for use of job related transportation, adequate and current auto insurance meeting minimum Washington vehicle insurance requirements.
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PHYSICAL REQUIREMENTS AND WORKING CONDITIONS:

- Work is performed in an office environment with extensive periods of time sitting.
- The ability to sit and to use a computer for significant periods of time.
- Ability to hear at normal speaking levels both in person and over the telephone.
- Be able to handle interruptions based on agency operation needs requiring movement to/from the office multiple times throughout the day.
- Requires manual dexterity to operate a variety of office equipment, including but not limited to: phones, computers, fax, copier, printer, and computers.
- Generally good working conditions with little or no exposure to extremes in noises, temperature.
- Ability to lift or move up to 50 pounds on occasion or with assistance.

COMPENSATION & BENEFITS:

- **JOB TYPE:** Full time, day shift with some evening work
- **SCHEDULE:** Monday-Thursday 10:00am-6:30pm, Friday-8:30am-5:00pm
- **PAY:** \$21.00 - \$25.00 per hour/DOE
- **BENEFITS:** KYFS offers excellent benefits: FT staff are eligible for: Company paid 403b retirement: current contribution is at 5% after one year of employment; paid medical, dental, vision, life and LTD insurance for employee's; 9 paid holidays; 2 paid floating holidays; up to 3 weeks of vacation 1st year of employment; and up to 12 paid sick days per year.

OPENS: 11/1/2022

CLOSES: When filled.

HOW TO APPLY:

- **Internal Candidates:** Submit letter of interest and resume to Lily Stellmon, Director of Operations, lilys@kyfs.org.
- **External Candidates:** Submit cover letter and resume to Lily Stellmon, Director of Operations, lilys@kyfs.org, Fax 253-373-9441 or Mail to Kent Youth & Family Services, Attn: HR, 232 2nd Ave S, #201 , Kent, WA 98032

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