



FIRST STEP FAMILY SUPPORT CENTER

323 EAST 6TH STREET • PO Box 249, PORT ANGELES, WA 98362 • (360) 457-8355

Job Title: Programs Assistant
Work Location: Port Angeles, WA
Reports to: Program Manager
Position Type: 35-40 hours per week
Hours of Operation: Mon – Fri, 8:00 am – 5:00 pm
Salary: \$18.00 to \$22.00 per hour dependent on experience. Medical reimbursement up to \$3,600 per year. Paid sick & vacation. 11 paid holidays.

Position Summary

First Step Family Support Center has an opening for an administrative team member to support the Program Manager and Administrative team with creating and maintaining program materials, medical billing, data entry and management, file management, note-taking, regular reporting, and other responsibilities as needed.

Punctuality, regular attendance, attention to detail, flexibility, and strong office skills are required to be successful in this position. Frequent movement up and down stairs and between buildings. Medical billing experience, specifically knowledge of ProviderOne and Medisoft, is preferred.

Duties Include:

- Agency Data Management
 - Program databases: collect data, accurately enter ongoing data information for multiple programs, manage multiple program spreadsheets, and generate reports regularly.
 - Document Retention: support the administrative team by maintaining both physical and electronic file systems. File and manage archived filing systems as requested.
 - Communicate regularly and effectively with program staff to collect necessary program information for data and reporting purposes.
 - Attend regular monthly meetings and take notes as assigned.
- Medical Billing (Maternity Support Services & Infant Case Management)
 - Process billing, rebilling, and payments (deposits) for services provided in our Maternity Support Services and Infant Case Management programs.
 - Create and maintain client files, archive files accordingly, and support the Program Manager to maintain client records and charts.
 - Meet monthly with the MSS/ICM team to take accurate notes and assist in the creation of client care plans.
- Support the Program Manager & Administrative Team with general office and clerical duties:

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- Answer telephones, take accurate messages and deliver them to appropriate team members, greet guests at the front door, and support the Administrative duties as assigned.
- Receive and process new orders as they arrive.
- Accept and move donations between several buildings.
- Errands as requested.
- Attend scheduled meetings and take notes as needed.
- Assist the Program Manager & Executive Team as requested.
- Assist with special projects.

Requirements:

- Must have excellent Excel and Word skills
- Must be available and able to work regularly Monday-Friday 8 am-5 pm
- Strong communication skills in multiple formats
- Must have experience working in an office atmosphere
- Must be able to move objects of 20 pounds up and down stairs
- Must have a valid driver's license, sign a non-disclosure, pass a criminal background check
- A team player with a can-do, positive attitude. We all pitch in to get the job done!

Please submit your resume and cover letter to employment@firststepfamilysupport.org

This job description is our best approximation of the job and is subject to change.

We are committed to creating and sustaining an inclusive culture that promotes and values diversity, reflects the diversity of the communities we serve, and where everyone feels empowered to bring their authentic selves to work every day. We provide equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, sexual orientation, gender expression or identity, national origin, age, disability, genetics, ancestry, ethnicity, marital status, veterans' status, citizenship status, or membership in any other group protected by federal, state, and local law. We strongly encourage applications from individuals who identify as Black, Indigenous, People of Color (BIPOC), immigrants, people with disabilities, members of the LGBTQ+ community, veterans, and individuals with diverse cultural backgrounds and language abilities. In addition to federal law requirements, First Step Family Support Center complies with applicable state and local laws governing nondiscrimination in employment.

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