



Southern Arizona's Premier Social Service Agency

Old Pueblo Community Services is an EOE/M/F/VET/DISABILITY Employer

QM Administrative Assistant

Provides back up to main receptionist and assists with Quality Management administrative duties.

Employee Benefits

Competitive Salary , Employer Subsidized Health Insurance for Employee **and Family**, Employer Matching 401 (k) plan (after 1 year), Employer Subsidized Dental Plan and Vision Plan, Paid life insurance, Employer Paid Training, 136 Hours Paid Time Off (PTO) Per Year

Selected by the Tucson Metro Chamber of Commerce as the best non-profit for Workforce Development in 2019, and Outstanding Non-profit in 2014.

Duties and Responsibilities:

1. Provide reception back-up at main office
 - 1.1 Greet all applicants, clients, community partners and visitors ensuring that each guest signs the visitor logbook.
 - 1.2 Answer multi-line telephone for all incoming calls; field or transfer calls as appropriate.
 - 1.3 Provide information regarding agency programs, application procedures, community resources, and schedule assessments for Coordinated Entry.
 - 1.4 Route incoming mail and faxes.
 - 1.5 Providing tax donation letters, organizing donations, and alerting appropriate staff for distribution and pick-up.
 - 1.6 Assist staff with administrative tasks, filing tasks and other duties.
 - 1.7 Ensure that all CARF and other licensure are up to date and displayed appropriately.
 - 1.8 Observe all HIPAA and client confidentiality protocols.
 - 1.9 Attend staff meetings as required.
2. Monitor all agency applications and coordinate client arrivals
 - 2.1 Log all applications for housing and services
 - 2.2 Mail, fax and email applications when requested.
 - 2.3 Mail all program acceptance and denial letters.
 - 2.4 Monitor and report on agency bed availability.
 - 2.5 Coordinate ADC arrivals and enter all ADC referrals into OPCS electronic health record
3. Medical Record Requests
 - 3.1 Monitor, track, and document all external medical record requests
 - 3.2 Transmit medical records to external agencies
4. Provide Administrative Support to Quality Management Department
 - 4.1 Assist with data entry, medical record compliance, and HIE alerts
 - 4.2 Assist with tracking of QM performance measures

Qualifications: High school diploma with two years related administrative experience. Excellence in verbal and written communication, administrative, organizational and interpersonal skills. Dependable professional exhibiting integrity, warmth and compassion. Able to handle sensitive information with discretion. Superior time management skills and the ability to multi-task. Advanced Microsoft Office skills is preferred (Word, Outlook, Excel, PowerPoint). Technical skill with office equipment. Possess and maintain valid CPR/First Aid certification. American Sign Language or Spanish speaking/writing a Plus

Job Status
Full Time

Pay Rate
\$13.46 - \$16.15

Pay Comments
Salary based on experience.

We are willing to train those who are passionate about helping people and willing to go the extra mile to help the client.

Mail Resume/Application to:

Ms. Jeanie Pike
HR Director
Old Pueblo Community
Services
4501 E. 5th St.
Tucson, AZ 85711

Email Resume/Application to:
hr@helptucson.org



Employment References, drug screen and background check is conducted pre-employment.