



Administrative Support Specialist Position Description

RISE is an emerging leader in coordinated care and mental health service delivery in Dane County and the Greater Madison area. We embrace a strengths-based approach in partnering with others to address the mental health and wellness needs of our community. We value collaboration, learning, and growth. We encourage personal and professional growth in all positions in our agency and seek new talent that will continue to enrich and diversify our workplace perspective and our connection to the community.

The Administrative Support Specialist is primarily responsible for performing programmatic and administrative work supporting the day-to-day programs operating activities and services. This in-person position located at our Fordem Ave. office will also work collaboratively with the Administrative Assistant to provide exceptional administrative support.

Position Responsibilities:

Administrative Support

1. Assist with administrative projects for leadership, fund development and other programs as requested.
2. Organizing files in the office.
3. Data entry across programs.
4. Mail or e-mail materials for outreach and community partners.
5. Monitor calendars for virtual and in person meeting spaces and assist staff with scheduling.
6. Assist staff with managing e-signatures of program-related documents and provide training if needed.
7. Work with Fund Development in generating letters for sponsorship and donation requests. Once received, create and send acknowledgments for sponsorships and donations.
8. Scan closed files into agency system (SharePoint).
9. Compile data needed for annual Agency Reports and monthly enrollment reports.
10. Create reports for monthly service analysis in Medicaid-funded programs, including CAFCP/USDA and ECI billing.
11. Maintain a database for all RISE program participants.
12. Assist with creating forms, reviewing policies, and tracking updates and review schedule.
13. Enter program-related assessments, evaluations and tracking forms in applicable software, database or spreadsheet.

General Office

1. Answer phone expeditiously; direct call to staff or voice mail.
2. Channel crisis calls appropriately and connect with the correct supervisor if needed.
3. Serve as back up for front desk staff.
4. Work collaboratively with staff to assist in event planning.
5. Act as first responder for questions and issues related to the copiers and the printers.
6. Set up and straighten conference rooms for events and as needed.
7. Order and maintain stock of general and program-specific office supplies and commonly used documents.

Required Qualifications:

- High school diploma or equivalency.
- Minimum of 2 years' experience as receptionist or administrative assistant or in a customer service role.
- Proficient computer skills, specifically in current versions of SharePoint, Microsoft Word, Excel, Publisher, PowerPoint and Outlook; and willingness to learn new skills as needed or required.
- Demonstrated written and verbal communication skills.
- Proven commitment to providing excellent customer service.
- Demonstrated initiative and flexibility.
- Ability to remain calm and professional in stressful situations.
- Ability to pay attention to detail and a commitment to quality and the timely completion of duties.
- Demonstrated ability to work as a member of a team.
- Ability to think critically and be innovative, i.e., improve upon projects beyond original scope or concept.

HIPAA Regulations:

As a required part of employment with RISE, the employee must preserve all rights and protections under the Health Information Portability and Accountability Act (HIPAA) of 1996 for the consumer population served by this agency; it is the obligation of the employee to ensure that private health information is protected and that disclosures are permitted only with appropriate authorization. The employee is required to comply with all Federal and State regulations as part of the organization's HIPAA training which describes the policies and procedures for the agency.

Physical Demands:

While performing the duties of this job, the employee is required to sit at a desk and computer for long periods of time, is occasionally required to stand; use hands to finger, handle or feel; reach with hands and arms; stoop, kneel, crawl and/or crouch. May be requested to lift materials of up to 35 lbs. Specific vision abilities required include reading computer screen and written documents; close vision, color vision and ability to adjust focus. Communicate effectively via verbal, audible and written means.

Work Conditions/ Hours:

Heated and air conditioned open office/office environment. Noise level is usually low to moderate. Travel will be required on occasional basis. The employee may be requested to drive self and others via vehicle.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

RISE is an Affirmative Action/Equal Opportunity employer. RISE offers equal employment opportunities to all employees and applicants for *employment, upgrading, demotion or transfer, recruiting, layoff or termination, rates of pay or other forms of compensation, selection for training including apprenticeship insofar as it is within our control* without regard to race, color, religion, sex, sexual orientation, national origin or ancestry, income level or source of income, arrest record or conviction record, less than honorable discharge, gender identity, physical appearance, political beliefs, student status, genetic information, marital status, age, disability, or any classification protected by federal, state, or local laws.

The information written in this job description indicates the general nature and level of the work to be performed. This job description is not designed to contain or be interpreted as totally comprehensive of every job duty, responsibility, or qualification required by an employee assigned to this position. While employed in this position, an employee may be required to perform other duties not listed in the description. This document does not create an employment contract, implied or otherwise, other than an "at-will" employment relationship. RISE retains the discretion to add duties or change the duties of this position at any time.