



Job Announcement

Posted: 3/15/2022

Participant Experience Support Specialist

ACCESS is an energetic, diverse, and compassionate team that creates positive change in the community every day. If you are dedicated, hardworking and have a passion for helping others, ACCESS is the place for you!

Job Title:	Participant Experience Support Specialist (Non-exempt)
Job Hours:	Full time, 40 hours a week
Salary:	\$15.00 to \$17.75 per hour DOE
Benefits Offered:	Health, Dental, RX, Vision, FSA, Vacation, Sick, Holidays, 403B Plan

Position Summary

This position is responsible for providing positive and professional service to all ACCESS participants. The Participant Experience Support Specialist will perform a variety of general office tasks including data entry, answering phone calls, sorting, and distributing mail and various other office and administrative duties. This position will also assist the Participant Experience Supervisor with various in and out of office tasks necessary to help support our participants.

Primary Duties & Responsibilities

- Utilize trauma informed care, cultural competency, and other methods to provide the greatest level of service to every participant of ACCESS.
- Welcome and assist visitors in a friendly and professional manner.
- Answer phones, screen calls and transfer to appropriate department/program.
- Answer/forward emails on behalf of the company.
- Collect, sort, and distribute mail.
- Distribute, collect, and input participant surveys.
- Determine participants' baseline eligibility, ensuring the interaction is professional and timely.
- Research and understand appropriate information and referrals at ACCESS and in the community to better assist participants.
- Regular communication and interaction with staff
- Work with participants in need of assistance to determine ACCESS emergency assistance.
- Perform basic data entry.
- Assist the Participant Experience Supervisor with in and out of office tasks that pertain to participant support.
- Provide any other participant support necessary with supervisor direction.

Primary Requirements

- Belief in ACCESS' mission to provide food, warmth, and shelter.
- Minimum of 1-year direct client contact and/or customer service experience.
- Ability to work as a team, or independently without supervision.
- Demonstrated organizational skills and attention to detail.
- Demonstrated ability to work effectively with customers and co-workers as well as sustain client and intradepartmental confidentiality.
- Excellent customer service skills, phone etiquette and listening abilities.
- Excellent computer skills including proficiency in software programs including but not limited to Microsoft Office products and web-based applications.
- Ability to work under pressure while maintaining professionalism.
- Excellent oral and written communication skills.



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- Effective organization and time-management skills to prioritize and complete tasks on time.
- Must be able to multitask in a variety of areas.
- Valid Oregon driver's license with record that is acceptable under ACCESS' insurance policies

ACCESS provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, ACCESS complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities.

Apply by Sending Application, Cover Letter & Resume To

ACCESS Attn: Human Resources; 3630 Aviation Way, Medford, OR 97504

OR Email hr@accesshelps.org

Visit www.accesshelps.org for more information