



Job Announcement

Posted: 1/14/22

Program Support Specialist II-CCR

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:	Program Support Specialist II-CCR (Non-exempt)
Job Hours:	Full Time (40 Hours)
Salary:	\$16.50 to \$19.50 per hour DOE
Benefits:	Health, Dental, RX, Vision, FSA, Vacation, Sick, Holidays, 403B

Position Summary

This position is responsible for providing support to all program staff within the Center for Community Resilience (CCR) program. This position will report directly to CCR Program Supervisor. The CCR Program Support Specialist will perform a variety of general office tasks including, data entry, file review, file maintenance, program eligibility, return phone calls, in addition to other office duties.

Position Duties & Responsibilities

- Input accurate information in a timely manner into multiple databases as necessary.
- Provides administrative support to the CCR Program Supervisor, Program Manager, and Department Director.
- Assemble and maintain files, reference materials and create documents for staff as instructed by CCR Program Supervisor, Program Manager, and Department Director.
- Perform documentation review for data entry errors. Communicate with program staff regarding errors.
- Interview, screen, and work with Program Supervisor to determine participant eligibility for Federal and State Assistance programs.
- Coordinate with other Departments and/or Agencies to provide referrals for programs/services in the community to ensure maximum service to participants.
- Answer and return phone calls from the Fire Line in a timely manner responding appropriately.
- Act as a backup in support to CCR Intake Specialist.
- Complete other duties and special projects as assigned by the CCR Program Leadership.

Position Requirements

- Belief in ACCESS' mission to provide food, warmth, and shelter.
- A minimum 1-year experience in a client focused field.
- Must be able to multitask in a variety of areas and maintain sustained concentration with attention to detail.
- Must have good interpersonal, written communication, and oral communication skills.
- Demonstrated ability to work effectively with customers and co-workers, sustain participant and interdepartmental confidentiality.
- Able to work both independently and collaboratively.
- Demonstrative excellent record keeping and organizational skills with a minimum of six months experience with administrative duties.
- Excellent computer skills including proficiency in software programs including but not limited to Microsoft Office products and web-based applications.



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- Valid Oregon driver's license with record that is acceptable under ACCESS' insurance policies.
- Bilingual in English and Spanish is preferred

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