



EMPLOYMENT OPPORTUNITY

Tri-City Mental Health Services invites your application for the position of:

Program Support Assistant II (Full-Time/Bilingual)

HOURLY SALARY: \$16.9426 - \$22.0250 (DOQ)

APPLY BY: OPEN UNTIL FILLED

THE POSITION

Tri-City is looking for **one (1)** special individual to serve as a Program Support for the **Medical Records/Front Office Department** but will be located within our Children's Clinic. This position will be responsible for administrative/program support, clerical, and office work. This position will report to a Program Support Supervisor and Support Systems Manager.

This position is responsible for a variety of ongoing responsibilities including, but not limited to:

- Greet and provide general information to clients, visitors, vendors and staff, in person and on the telephone in a professional manner.
- Assist clients and utilize de-escalation and basic customer service techniques. Attend, practice and apply agency wide trainings provided in working with consumers.
- Assist clients by referring them to sources of information, handing out standard forms and explaining how to complete them, and answering requests for factual information by consulting various available sources.
- Input, update, track and extract information into appropriate databases such as Welligent Electronic Health Record billing system (EHR) and LADMH IS system and files; search records and files for data where judgment and discrimination are required in selecting or abstracting material.
- Maintain records, logs, files, and other forms of information, including various demographic reports, room schedules and leased equipment usage, etc.; and perform other duties as assigned.

A complete job description is available upon request.

www.tricitymhs.org/jobs

TRI-CITY BENEFIT OVERVIEW:

SALARY: Merit increases available annually based on performance, budget availability and supervisor approval.

VACATION: 80 hours per year, increasing with years of service. Cash out option available.

HOLIDAYS: 10 paid holidays per calendar year plus additional 16 hours of floating holidays.

SICK LEAVE: 88 hours per year with no cap.

RETIREMENT: Tri-City participates in the California Public Employees Retirement System (CalPERS) with a retirement formula of 2% @ 55 for Classic members & 2% @ 62 for PEPR members; employee contributes 7% & 6.75%, respectively; no Social Security.

HEALTH INSURANCE: Medical (Kaiser HMO), dental (MetLife PPO) & vision (EyeMed) of which Tri-City pays 80% of premiums.

LIFE INSURANCE: Paid at 1 times annual salary.

ADDITIONAL BENEFITS: STD/LTD & ADD, FSA, EAP, Deferred Compensation (457b), Credit Union, Bilingual Pay, On Call Pay, Employee Referral Program & paid time off for CME, etc.

QUALIFICATIONS

High School Diploma or equivalent with one year of clerical or office experience and two years of experience in the mental health field. Bachelor's degree is preferred. **Candidates must be bilingual in Spanish and have experience working with Microsoft Office 2013 - 2016.**

License: Must have and maintain a valid Driver's License with a satisfactory driving record and current, valid automobile insurance.

Any combination of education and experience that would provide the required knowledge, abilities and skills may be considered as qualifying. *Candidates may be hired above the minimum salary range depending on qualifications (DOQ).

APPLICATION & SELECTION PROCESS:

Applications will be received and reviewed through CalOpps website. Those candidates, whose applications indicate that they are most qualified, will be invited to attend an oral interview. If necessary a second and third oral interview will be conducted.

To apply, please visit our Jobs Page at <http://www.tricitymhs.org/jobs> or via CalOpps at: <https://www.calopps.org/node/11282471/recruitments>

You must apply online. Tri-City does not accept fax, email or copy applications. You may include a cover letter and resume, however, resumes in lieu of completion of the online application are not accepted. Questions regarding this recruitment can be directed to: **Email:** hr-team@tricitymhs.org

AN EQUAL OPPORTUNITY EMPLOYER

Tri-City does not discriminate on the basis of race, color, religion and religious creed, sex, gender, gender identity, gender expression, national origin, ancestry, citizenship status, age, marital status, disability, medical condition, genetic characteristics or information, sexual orientation, military and/or veteran status or any other basis protected by law. Tri-City maintains and enforces a zero-tolerance policy relating to substance abuse and maintains a smoke-free workplace.

Like and follow us!



www.facebook.com/tricitymhs



www.twitter.com/tricitymhs



www.linkedin.com/company/tricitymhs

ABOUT TRI-CITY

Tri-City Mental Health Services is a public agency serving the diverse communities of Pomona, Claremont, and La Verne.

Established in 1960, Tri-City Mental Health Services (TCMHS) was conceptualized as a comprehensive mental health service provider, dedicated to helping families and individuals of all ages reach their full potential. Through close and dedicated collaboration with the community it serves, TCMHS has successfully created an integrated system of care that ensures access and enhances mental and emotional health. Available services include but are not limited to psychotherapy, clinical case management, medication support, peer-to-peer support, psychoeducation, linkage and referral, vocational training and support, socialization activities, and community outreach.

www.tricitymhs.org/jobs