



Position Description

Job Title:	Administrative Support Specialist – Bilingual English/Spanish - TEMPORARY
Program:	Outreach, Enrollment & Access
Reports to:	Outreach, Enrollment & Access Program Manager
Hours:	PT 20 hours – 40 hour per week – flexible hours/days/occasional weekends
Salary:	\$16.00 - \$17.00 / hour DOE
Duration:	Through January 2022
Benefits:	Paid time Off for Sick Leave
Location:	Temporarily Remote

Position Summary

The Outreach, Enrollment and Access (OEA) Program primarily assists members of the public with the application process for coverage in addition to conducting outreach and public education around enrolling in health care. Each Outreach & Enrollment Program Specialist will do coalition partnership work, collaborate with organizations in the community, present at community events, participate in outreach events, and assist community members with enrollment and information about how to utilize their insurance coverage.

Principal Duties & Responsibilities

- Screen clients to identify the appropriate health insurance application for individuals.
- Schedule and follow up on appointments via phone, email, and mail communications.
- Perform data entry and maintain detailed records using Google Suite and Microsoft 360
- Answer general questions from clients about health plans.
- Assist with the preparation and distribution of outreach and educational materials.
- Support the OEA team in duties during Open Enrollment.
- Maintain privacy and adhere to HIPAA standards.

Qualifications & Transferable Skills

- Experience in data entry and using spreadsheets and databases preferred.
- Bilingual and multicultural staff are highly desired.
- Excellent interpersonal skills and experience serving diverse communities and traditionally underserved populations preferred.
- Experience in customer service preferred.
- Knowledge of Microsoft 365 and Google Suite, Outlook, and SharePoint desired.
- Comfortable using and learning a variety of online programs.
- Ability to explain complicated systems in a simplified manner.
- Ability to work in a fast-paced environment while maintaining clear records with attention to detail.
- Ability to keep a level head working with all personality types.
- Must be able to pass a background check and become HIPAA certified.

Essential Abilities

- Must be able to occasionally work on evenings and weekends
- Ability to explain complicated systems in “plain language”
- Ability to adapt to diverse work settings
- Reliable transportation for travel to varying work sites and outreach events is required
- Valid Oregon driver’s license and proof of insurance required

Working Conditions

- Part Time use of office space with stairs (no ADA access)
- Works at multiple locations with varying levels of ADA access
- Ability to lift 10-20 lbs.
- Frequent use of keyboard, monitor, mouse, telephone and/or headset
- Due to COVID-19 all staff are working remotely from home until further notice
- Proof of COVID-19 vaccination required before start date and as a condition of continued employment
- If unvaccinated, exception process must be completed by date of hire. Exception guidelines/process can be provided by Human Resources.

Working Conditions

- Proof of COVID-19 Vaccination required
- Travel to volunteer clinics and sites for meetings and trainings on a periodic basis
- Temporarily working part time remotely and part time in the office
- Prolonged periods sitting at a desk.
- Frequent use of keyboard, 2 monitors, mouse, telephone and/or headset.
- Part time use of office space with stairs (no ADA access)
- Project Access Now provides equipment: laptop, monitors, and other home office work tools.

About Us

The mission of Project Access NOW is to improve our community's health and well-being by creating access to care, services, and resources for those in need. Project Access NOW believes that the staff of an organization should reflect the communities it serves. We also believe our cultural, linguistic and community identities make our organization stronger, smarter, and more effective. These identities, whether constructed by social, political, or other forces, unite us in working toward a healthy region for everyone. We want to hold ourselves accountable for attracting and retaining a diverse team. Project Access NOW recognizes the value of a diverse workforce and believes a diverse work environment empowers our community. We strongly encourage all qualified candidates to apply regardless of race, ethnicity, gender, sexual orientation, or religious affiliation.

How to Apply Please visit our website at www.projectaccessnow.org/about-us/employment-opportunities. Submit your cover letter, resume and responses to the Diversity, Equity and Inclusion questions found on our website to jobs@projectaccessnow.org.