Poudre School District

HUMAN RESOURCES DEPARTMENT

JOB DESCRIPTION

Job Title:	**Administrative Office Assistant (Employee Assistance Services – EAS)**	FLSA Status:	**Non-Exempt**
Job Family:	**Classified – Administrative Support Services**	Pay Range:	**SS25H**
Prepared/Revised Date:	**November 5, 2025**	Job Code:	**506Q9**

SUMMARY: Responsible for performing clerical duties for the Employee Assistance Services (EAS) Department including but not limited to data entry, creating, editing, distributing and filing electronic records, correspondence, and spreadsheets, maintaining files, and operating office equipment, along with answering phones, providing information, and making outgoing calls. Serve as initial contact for PSD community members as related to mental health/substance abuse benefits, including crisis triage, intake, client charting, scheduling appointments, and meetings. Highest level of confidentiality and HIPPA compliance required.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Frequency of duties, percent of time and work year may vary based on department or building assignment. This job description is not intended to be all inclusive and the employee will also perform other reasonably related duties as assigned by the supervisor.*

1. Provide client intake and crisis triage; verify mental health/substance use services, benefits, eligibility, and pre-certifications for clients and providers; perform reception duties and general administrative support including managing phone calls, scheduling appointments, greeting clients, and responding to inquiries from supervisors, employees/clients, providers, and external parties. Collaborate with clinical staff to ensure a seamless flow of information and efficient client care coordination.
2. Create, maintain, and update clinical Electronic Medical Records (EMR's) in compliance with privacy regulations and program policies. Distribute, receive, and upload electronic records and forms.
3. Contribute to the development and implementation of administrative policies and procedures to improve program operations and compliance.
4. Support payor operations, including the processing of provider insurance claims, claim status inquiries, and health plan participant "financial responsibility" inquiries.
5. Provide general clerical support including printing, copying, data entry, reports, filing, correspondence, memos, forms and minutes.
6. Maintain a welcoming waiting room environment, including supply of various brochures and other essentials.
7. Maintain office/kitchen supplies, inventory, and equipment; coordinate maintenance and repairs as needed.
8. Create and distribute monthly EAS counselor on-call schedule.

9. Coordinate, organize and schedule meetings, trainings, and other events for staff and external stakeholders; reserve meeting space using PSD meeting room calendars and/ or EAS building calendar, as needed.
10. Sort and distribute USPS and warehouse mail; assist department in mass mailings.
11. Coordinate/maintain internal graphic service needs (EAS business cards, envelopes, brochures, etc.); create, supply and maintain office forms and handouts.
12. Create and complete absence reporting for EAS staff.
13. Perform other duties as assigned.

EDUCATION AND RELATED WORK EXPERIENCE:

- High school diploma, completion of G.E.D., or equivalent
- One to two years of related experience preferred
- Equivalent combination of education and experience acceptable

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Knowledge of and strict adherence to the highest level of state and federal confidentiality and HIPPA laws and regulations
- Ability to be self-directed/independent
- Oral and written communication skills
- English language skills; bilingual oral and written communication skills preferred
- Excellent communication skills, both verbal and written, with the ability to interact professionally with clients, staff, and external contacts
- Compassion, empathy, and a non-judgmental attitude toward individuals with mental health and substance use concerns
- Ability to triage crisis calls
- Math skills
- Customer service skills
- Ability to maintain strict confidentiality in all aspects of the job
- Strong organizational and time management skills, with the ability to prioritize tasks and manage multiple responsibilities effectively.
- Ability to maintain honesty and integrity in all aspects of the job
- Ability and willingness to adhere to attendance requirements, including regular and punctual employee presence
- Ability to promote and follow Board of Education policies, District policies, administrative guidelines and building and department procedures
- Ability to communicate, interact and work effectively and cooperatively with people from diverse ethnic and educational backgrounds

- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment, and report unsafe conditions to the appropriate administrator

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Operating knowledge of and experience with personal computers and peripherals
- Operating knowledge of and experience with Microsoft Office and/or other department software packages
- Operating knowledge of and experience with standard office equipment, such as telephones, copier, fax machine, E-mail, etc.
- Knowledge of Electronic Medical Record (EMR) preferred and medical/mental health terminology

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	# of EMPLOYEES
Reports to:	Manager Employee Assistance Services	
Direct reports:	This job has no direct supervisory responsibilities.	

STANDARD PHYSICAL DEMANDS & WORKING CONDITIONS: *Poudre School District is committed to the full inclusion of all qualified individuals. As part of this commitment, Poudre School District will ensure that qualified individuals with disabilities are provided reasonable accommodations. If reasonable accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact ada@psdschools.org.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand		X		
Walk		X		
Sit				X
Use hands to finger, handle or feed		X		
Reach with hands and arms		X		
Climb or balance	X			
Stoop, kneel, crouch, or crawl		X		
Talk				X
Hear				X
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds		X		

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 25 pounds		X		
Up to 50 pounds	X			
Up to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare			X	
Analyze			X	
Communicate				X
Copy				X
Coordinate			X	
Instruct		X		
Compute		X		
Synthesize		X		
Evaluate		X		
Interpersonal Skills				X
Compile			X	
Negotiate	X			

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock	X			
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X

VISION DEMANDS:	Required
Distance vision (clear vision at 20 feet or more)	
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	
Depth perception	
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	