



SCHEDULING COORDINATOR
Location: Josephine County, Oregon
Salary: \$14.30 - \$21.50 Hourly
Position Open Until Filled

Full Time Position / Position works 40 hours per week.

As part of the front desk team at the UCAN Josephine County Service Center, provide exceptional customer service as the first point of contact to clients and the public who are accessing services or programs remotely, via phone or email. Maintain general agency phone lines and email inboxes to coordinate appointment scheduling. Provide scheduling information to clients and UCAN staff.

ESSENTIAL JOB DUTIES

- Schedule appointments for clients residing in both Douglas and Josephine Counties; instruct clients on documentation they must bring to their appointment for verification of needed information.
- Answer client, community partners, and UCAN staff questions regarding pre-appointment eligibility, appointment, and application status.
- Provide routine notifications of appointment availability for both Douglas and Josephine Counties internally and externally.
- Ensure community resource lists is up to date in order to provide clients with additional resources during Intake scheduling that may also help them in navigating their current situation. Establish and maintain rapport with community partners and vendors to maintain updated referral contacts.
- Communicate with staff to ensure accurate daily/weekly/monthly calendar deadlines are met for live scheduling. Work with supervisors to reschedule or provide coverage as needed.
- Update appointment information in Acuity database for online scheduling, as well as maintain client data entry.
- Assist with filing and other clerical duties as needed.
- **Regular and consistent attendance is required.**

POSITION REQUIREMENTS

Minimum Qualifications:

- Reasonable knowledge of general office practices and procedures; reasonable knowledge of systematic filing and retrieval processes or systems; reasonable knowledge of word processing; reasonable knowledge of English composition, spelling, grammar and arithmetic; basic knowledge of general recordkeeping and bookkeeping processes.
- Skill in: Entering data rapidly and accurately into a complex database; use of office equipment which includes automated equipment and other copying equipment; organizational skills; use of Windows Operating System, spreadsheets, MS-Word, and other commonly used computer programs.
- Ability to: Communicate effectively in both oral and written forms; maintain confidentiality; learn and put to use detailed procedures in a timely manner; quickly assess a situation and determine type/degree of assistance needed by applicants; multitask and adjust to priority changes; estimate and manage time efficiently; and remain calm and use good judgment during confrontational or high pressure situations; work as part of a team; interpret policy and procedures to employees and the public; make decisions independently in accordance with established policies and use initiative and judgment in carrying out tasks and responsibility; courteously meet and deal effectively with other employees, public agencies, community partners, program clients and the public. Must follow all safety rules and practices, and perform work in a safe manner.



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- **Education, experience and training:** Associate degree in business, human services OR two years work-related support experience OR a satisfactory equivalent combination of education, experience and training. Oregon Driver's License not required, but preferred.
- This position requires skill in record keeping, data entry and use of complex office equipment. This position requires bending, carrying, keyboarding, occasionally lifting up to 25 pounds, pushing, pulling, reaching, sitting, standing, walking and hearing voice conversation. Requires frequent mental and visual attention.
- **Background Investigation:** The finalist for this position is required to pass a criminal history background as part of a contingent offer of employment. Conviction of a crime may not necessarily disqualify an individual from employment.

Website: <https://www.ucancap.org/index.php/who-we-are/career-opportunities>

DOWNLOAD AND SUBMIT COMPLETED APPLICATION TO: ucan.employment@ucancap.org

UCAN Human Resources, 280 Kenneth Ford Drive, Roseburg OR 97470

Phone: 541-492-3913 FAX: 541-492-3921

UCAN is an Equal Opportunity Employer.

If you require special assistance at any point during the application or selection process and would like to request an accommodation due to a disability, please e-mail a description of your request to Human Resources:

ucanhr@ucancap.org