



Community Mental Health Partnership of Southeast Michigan Job Description

Job Title: Operations Assistant

Supervision Received: Chief Operating Officer

Tier: A

Starting Salary Range: \$43,265 – \$49,838

FLSA Exempt Status: Non-Exempt

Full Salary Range: \$43,265 (Step 0) – \$60,793 (Step 8)

Last Updated: 4/23/2024

Position Status: Full-time

Job Summary

The Operations Assistant, under the general supervision of the Chief Operating Officer, will complete essential duties and responsibilities as outlined within this job description. The Operations Assistant may also be assigned to recurring or non-recurring special projects and/or other duties or responsibilities of a similar nature to those outlined herein.

Essential Duties and Responsibilities

- General Responsibilities:
 - Provide support to guests and customers of the CMHPSM: answer and direct phone calls; distribute mail, faxes, and other communications.
 - Manage internal resources: organize and schedule appointments and meetings; update and maintain office policies and procedures; inventory and order office supplies; book travel and conference accommodations for CMHPSM staff; other related duties as assigned.
 - Provide customer service to employees, CMHSP partners, providers, vendors, and consumers / individuals served.
- Coordinate Regional Committees:
 - Assist with assigned regional committee management, including scheduling meetings and preparing agenda and other meeting materials; participate in meetings and provide pertinent information gathered through other channels; take and distribute minutes; support recordkeeping and information distribution for committee; complete other related duties as assigned.
 - Provides backup committee meeting coverage for committees assigned to other Regional Project Assistants, the Regional Administrative Assistant, or the Regional Coordinator.
- The CMHPSM Regional Project Assistant may be assigned to general CMHPSM organizational projects, CMHPSM Operations Department projects and/or Information Management Department projects. Individuals will be tasked with completing projects or functions similar to the following:
 - CMHPSM General Organizational
 - Regional policy formatting and terminology edits. Specific tasks could include reviewing, editing regional policies and procedures to ensure the correct template, formatting and policy requirements and definitions are clearly defined within the policy.
 - Process and procedure documentation management across all CMHPSM departments. Specific tasks could include working with department leaders and staff to ensure that documentation of processes and procedures is kept up-to-date, organized, and available to all employees.
 - Organize, edit, and publish or send a CMHPSM newsletter through email publishing software with departmental input.
 - Create, edit, and publish approved social media on CMHPSM social media platforms.
 - Manage trainings, certificates, and customer service inquiries on the CMHPSM regional external provider training platform.
 - CMHPSM Operations Department

- Enter required organizational documents from regional service providers and vendors, such as proofs of insurance, accreditation, licensure, audit documentation, etc.
- Utilize compliance reports from the electronic health record to ensure providers have submitted all required documentation to deliver services.
- Updating fee schedules or other provider information within our electronic health record.
- Update regional provider directory information in our electronic health record based upon information supplied by our providers.
- Assist with gathering audit documentation and preparing audit materials for various audits of the CMHPSM and/or audits conducted by the CMHPSM of other entities.
- Assist with auditing functions, data collection, and data management of auditing functions including but not limited to audits, waiver management
- Manage the sending and completion of contracts including the maintenance of contracts data and systems
- Enter data in state systems like: CHAMPS, WSA, MI-CAL CRM, EGrAMS, or other platforms.
- As special initiatives or projects are required the regional project assistant will be assigned appropriate tasks for completion.

Other Duties and Responsibilities

- Special projects, as assigned by direct supervisor.
- Other duties as requested, directed, or assigned by direct supervisor.

Supervisory Responsibilities

- This position does not supervise other employees but may direct, schedule or train other employees on specific tasks or functions from time to time.

Education and Experience Requirements

- High school diploma or GED required.
- A minimum of two years of experience in the essential duties and responsibilities identified for this position is required.
- Or any equivalent combination of education, experience, and training that provides the required knowledge, skills, and abilities may be considered by the CMHPSM.

Competencies Required

- Excellent written and verbal communication skills
- Excellent time management skills and the ability to prioritize work
- Attention to detail and problem-solving skills
- Must be proficient in Microsoft Office Products (Excel, Word, Outlook, PowerPoint, Publisher)
- Familiarity with Microsoft Teams, Zoom and other telecommunication technologies.
- Ability to write, edit and publish external communications on CMHPSM website, social media, and newsletters.
- Familiarity with electronic health record or similar custom database applications.
- Ability to maintain composure and display tact and professionalism in all interactions
- Ability to keep commitments and take responsibility for own actions
- Ability to organize, prioritize and plan work activities and projects to meet deadlines
- Ability to make timely decisions using sound and accurate judgment within specified constraints
- Ability to build and maintain effective working relationships with others
- Ability to express ideas effectively and adapt message to audience orally and in writing
- Ability to adapt quickly to changing demands
- Ability to work independently and collaborate as part of a team
- Attention to detail and quality
- Ability to motivate self to complete tasks with minimal supervision
- Ability to interpret and apply policies and procedures appropriately
- Knowledge of safety and security principles and a commitment to safety and security

Physical Demands and Work Environment

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Duties require sufficient mobility to work in a normal office setting and use standard office equipment including a computer, vision to read printed materials and a computer screen and hearing and speech sufficient to communicate in person or over the telephone.

Special Position Requirements

This position requires possession of a valid Michigan driver's license or method of transportation to travel within the CMHPSM region and to meetings outside of the region when requested.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

This job description has been approved by the Chief Executive Officer:

Signature _____

Date _____

The signature below constitutes the employee's understanding of the requirements, essential functions and duties of the position.

Name _____

Signature _____

Date _____



2024 Benefits Overview

Employer-paid benefits start on day one of employment for employees and dependents*:

- \$0 in Employee Medical, Dental or Vision co-premiums from 2014-2024
- Two Medical Insurance Plan Options:
 1. Blue Cross Blue Shield PPO High Deductible Plan
 2. Blue Care Network HMO
- EyeMed Vision Insurance
- Delta Dental Insurance
- Health Equity Health Savings Account Available to BCBS PPO High Deductible Plan Participants
- Employer Paid HSA Contributions Per Annual Budget (when Board approved)

Employer-paid benefits for employees*:

- Employer Paid Life Insurance 2X base salary, up to a maximum of \$200,000
- Employer Paid Short and Long-Term Disability Insurance
 1. Short-Term Disability – 66.67% of employee's weekly earnings up to \$1,250.
 2. Long-Term Disability – 66.67% of employee's monthly earnings up to \$7,500.

Low-Cost Municipal Employee Retirement System (MERS) Defined Contribution Plan*:

- 100% employer match to Employer 403b up to 6% of employee salary based on Employee 457 contributions
- Roth 457 and/or tax deferred 457 contributions available to Employees
- 100% vesting on day one for both 403b and 457 retirement accounts

Pay Structure*:

- Bi-weekly pay schedule (26 pays per year)
- Starting wage step level determined by experience and qualifications
- Performance based annual salary step increases average +4.62% until max step level reached.
- Cost of Living Tier Adjustments Schedule Determined by Regional Board (+2% 4/2021, +2% 10/2021, +6% 10/2022, & +6% 10/2023)

Work/Life Balance*:

- Generous annual paid time off (PTO):
 - 18 days (0-2 years of employment)
 - 21 days (3-5 years of employment)
 - 24 days (6-7 years of employment)
 - 27 days (8-9 years of employment)
 - 30 days (10 + years of employment)
- 10 Regular and 4 Float Holidays
- Hybrid remote work environment for many positions
- No Cost Employee Assistance Program

Voluntary Benefit Options Available at Employee Expense:

- Voluntary life Insurance
- Accident Insurance
- Critical Illness Insurance
- Hospital Indemnity
- ID Protection
- Legal Services Coverage
- Pet Insurance

*All employee benefits are subject to modification per legal or Board determination.