



## **State Office and Data Coordinator**

Join our team at Multi-Service Center (MSC) and make a meaningful impact on our local community. Our mission is to build a future without poverty by creating pathways to help, hope, and dignity for our neighbors. At MSC, we believe that diversity, equity, and inclusion make us a stronger team to achieve our goals. By joining MSC you too can be part of the team that serves to empower individuals and help create thriving communities.

If you are passionate about using your business office skills, including light bookkeeping, handling customer service needs, monitoring contracts, and work in vendor relations, we are excited to learn more about you. If you are looking for an opportunity that aligns with your purpose, we invite you to know more about us, our values, our vibrant culture, and the exciting prospects that await you at MSC.

We offer a comprehensive benefits package that includes a choice of two health plans, dental and vision plan paid by the employer; life insurance (1X annual base pay) and long-term disability insurance (60%); FSA (Flexible Spending Accounts), HRA (Healthcare Reimbursement Account); 401K; 3 weeks of vacation to start, 12 days sick leave and 14 paid holidays including your birthday; Family building benefit up to \$3,000, and a Sabbatical program for tenured employees. You can find more information on the [Careers Page](#) of our website.

The **State Office and Data Coordinator** maintains the daily operations of the Office of the State LTC Ombuds by providing state office employees with administrative support, including bookkeeping tasks, monitoring expenditures, maintaining supplies, and managing documents, records, and files. The position is the key customer service representative, responding to inquiries about the program's services and supporting local program staff. The coordinator is the key person who responds to clients and connects them to the right individual, services, or local program on time. The coordinator will maintain the program's database management system. This position requires the candidate to become a certified long-term care ombuds.

The **State Office and Data Coordinator** reports to the State Ombuds. This position is based in the Office of the State LTC Ombudsman Program located at MSC headquarters in Federal Way. The position can be worked remotely one to two days per week.

Only candidates who can meet all the following requirements will be considered further:

1. Current driver license, auto insurance, and reliable transportation.
2. The employee must maintain certification as a Long-Term Care Ombudsman and meet the following conflict of interest **WAC 365-18-040 Conflict of Interest** guidelines:

- Ombuds cannot be employed by, manage, or work as a paid consultant or independent contractor for a long-term facility, currently or within the last one year.
- Ombuds or a member of his/her immediate family cannot have a significant ownership or investment interest in a long-term care facility or service, currently or within the last one year.
- Ombuds cannot have a direct involvement in the licensing or regulation of a long-term care facility or long-term care service, currently or within the last one year.
- Ombuds cannot solicit or receive gifts, money, or estate property from a resident, unless the resident is a relative.
- Ombuds cannot be assigned to a long-term care facility in which the Ombudsman or a member of his/her immediate family is a resident.
- Ombuds shall not use this position for any financial benefit, direct, indirect, or implied.
- Ombuds shall not conduct or engage in political or religious activities at the long-term care facility she/he is assigned.
- Ombuds cannot have direct personal involvement in the provision of involuntary services or involuntary commitment of a resident.

### **Status, Schedule, Location:**

- Non-exempt, full-time, generally Monday to Friday, 8:30 AM to 5:00 PM. . Primary work location is in the office with one to two days remotely from home.
- Travel may be required throughout the state as requested or to other MSC locations.

### **Overview of Responsibilities:**

**Administrative Responsibilities:** Daily management of State LTCOP operations.

- Receive and route matters (correspondence) requiring specific action(s) to appropriate staff or local ombudsman programs.
- Conducts follow-up to ensure that actions are expedited.
- Manages routine office functions such as inventory control of office supplies, filing and maintenance respond to callers/consumers, process mail, volunteer and State resources and materials.
- Coordinate office workflow procedures for maximum efficiency.
- Maintain effective filing systems for files and records.
- Create and maintain logs (customer grievance logs, access to records requests, etc.).
- Assist in vendor relationship management (graphic designer, legal counsel, consultants, webmaster, equipment).

**Bookkeeping and Contract Management:** Handle bookkeeping tasks such as generating purchase requisitions and monitoring expense statements.

- Ensuring adherence to established guidelines.
- Work to ensure timely and accurate processing and payment on all invoices.
- Ensure adherence to established guidelines for financial processes.
- Manage contract creation, organization, and compliance monitoring.
- Maintain contract data and update as needed.
- Handle contract tracking forms, invoice tracking, and follow-up with subcontractors.
- Develop and maintain positive working relationships with all contractors and regional LTCO offices.

**Data Management:** Manage, organize and secure State LTCOP information, records, files and the computer database.

- Perform data entry into the Ombudsmanager client database.
- Learn to query data for reports and respond to questions.
  - Act as the liaison for software contractors. Identify problems and follow up with the vendor to ensure the system works smoothly and accurately
  - Keep QA Manager and State Ombuds informed of network issues.

**Support Services:** Support State and local ombuds programs with administrative tasks (responding to inquiries, handling discharge notices, redirecting calls, scheduling meetings, volunteer recognitions, etc.).

- Assist in assuring statewide direction in achieving program strategic plans, goals, and metrics.
- Facilitate accurate and timely communication between sub-grantees and State LTCOP.
- Arrange meetings held by the State LTCOP office, including state training and regional/advisory board meetings.
- Coordinate State Office volunteers as directed.
- Respond appropriately to requests for client and program information (case records).

**Representational and Compliance Responsibilities:**

- Represent the agency and its programs professionally to funders and donors.
- Maintain long-term care ombudsman certification.
- Travel as required for training, special events, or as requested.
- Comprehend and apply Federal and State policies, procedures, and/or requirements related to client information recording and tracking.
- Make recommendations and suggestions for solutions in various aspects of the program.
- Practice confidentiality and security of all program information systems, including databases.

**Requirements**

- A high school diploma or GED is required.
- An associate degree is required, or two years of work-related experience in lieu.
- Two years of related experience is required working in an office setting with experience in light booking, familiarity with contracts, handling invoices, purchase orders, and budget expenditure tracking.
- Experience in managing vendor relations.
- Demonstrated experience in office management and organization.
- Current driver's license, auto insurance, and reliable transportation.
- Excellent organizational skills with an ability to manage multiple tasks and priorities while maintaining accuracy.
- Work with highly confidential information and follow federal and state laws.
- Work well with people who are experiencing a crisis, are assertive, demanding, or aggressive and of diverse backgrounds.

- Work in a self-directed manner and assume responsibility for assigned tasks
- Flexibility to adjust to deadlines and changes in assigned tasks; understand that the workflow varies in volume-based department projects.
- Demonstrated customer service skills.

### **Wage/Salary Range:**

- Salary MIN **\$26.55- MID \$29.62** MAX \$ 34.05 **Grade:14**
- The ranges shown should be used as an estimate and are affected by many factors, including the critical need of the position, your overall experience and qualifications, and other considerations.
- At the moment of hire, the salary will be determined based on your qualifications and experience, with consideration given to a range extending from the **minimum to the midpoint.**

### **Join our mission!**

To apply, please send your resume and cover letter to [jobs@mschelps.org](mailto:jobs@mschelps.org)

No phone calls, please.

Multi-Service Center is committed to creating a diverse and inclusive environment. MSC is proud to be an Equal Opportunity Employer. MSC welcomes all qualified applicants and will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.