



ROGUE VALLEY COUNCIL OF GOVERNMENTS

Job Description

Job Title:	Office Specialist II		
Department:	Nutrition – Food & Friends		
Location:	Medford, OR (APD State Street Office)		
Reports to:	Nutrition Program Director	Travel Required:	Minimal Local
Last updated:	09/22/2026	Classification:	7
Direct Reports:	Type of position:	Hours: 40 hours/week (M – F, 8am – 4:30pm)	
None	<u>Full-time</u> Part-time	Exempt	
	On-Call Limited Duration	<u>Non-exempt</u>	
	Intern		

GENERAL DESCRIPTION

Provides a variety of reception and administrative support for the Food & Friends program to include answering a multi-line phone system, responding to public inquiries, performing data entry and word processing, and providing general administrative support. Collects Older American Act New Start information for potential program participants. Oversees the scheduling of maintenance for office equipment, meal site kitchen equipment, and program fleet vehicles.

ESSENTIAL JOB FUNCTIONS

1. Performs a wide variety of clerical and administrative tasks including walk-in and multi-line telephone reception, word processing, program database maintenance, document organization and filing, customer service, general business correspondence, and other general office support. Participates in monthly staff meetings and other training events.
2. Engages with seniors and adults with disabilities over the phone to collect Older Americans Act (OAA) New Start information for potential Home Delivered Meals participants and verifies if Oregon Department of Human Services in-home services are in place via Oregon Access.
3. Responds to client inquiries about specific program services or changes to service including OAA Restarts and Stops.
4. Provides telephone follow-up to participants who missed daily meal deliveries to include calls to emergency contacts, local hospitals, and/or local law enforcement.
5. Collects, enters, and updates client records efficiently and accurately into the MealService database; communicates information to case managers as required by Medicaid standards; and verifies client eligibility status in state databases.
6. Processes donation batches for the Food & Friends program in DonorPro/Salsa and generate Donation Tax Letters.
7. Serves as a communication link between program administration and Meal Site Coordinators.
8. Assists with maintaining meeting room calendars and reserving conference rooms.
9. Maintains photocopy equipment and places service calls.
10. Maintains service calendar and scheduling for all Food & Friends vehicles/vans in Jackson County and coordinates transportation for service.
11. Provides calls for service and follow-up for Meal Site kitchen equipment.
12. Ensures necessary inventory of office supplies, printed materials, form orders, etc., are available at meal sites and central office.
13. Gathers and submits orders to the kitchen for daily food and supply needs program wide.
14. Provides backup as needed for office staff and home delivery routes.

AUXILIARY JOB FUNCTIONS

1. Assists with special projects as assigned.

2. Other related duties as assigned.

SUPERVISORY RESPONSIBILITIES

None.

SUPERVISION RECEIVED

Receives supervision from the Nutrition Program Director.

RELATIONSHIP TO OTHERS

Maintains frequent contact with RVCOG management and staff, community partners, Medicaid branch office staff, state and local officials, member jurisdictions, outside agencies, business representatives, and the general public.

ACCOMMODATIONS

The information contained in this job description is in compliance with the Americans with Disabilities Act (ADA). To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The qualification requirements, physical demands, and work environment described in this job description are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individual with disabilities to perform the essential functions of the job and must not prohibit the employment of a person with disabilities.

QUALIFICATION REQUIREMENTS

EDUCATION, TRAINING, AND EXPERIENCE

1. Education: Completion of high school or equivalent plus additional specialized training in office equipment including computers, word processing, spreadsheets, and database software.
2. Experience: A minimum of 2 years of administrative and/or clerical experience.
3. Substitution: Any satisfactory equivalent combination of education, training, and experience which demonstrates the knowledge, skills, and abilities required to perform the duties of the job.

SPECIAL REQUIREMENTS

1. License: Possession of, or the ability to obtain and retain, an Oregon driver license by the time of appointment, or otherwise have immediate point-to-point transportation available.
2. Vehicle: Possession of, or permanent access to, a personal vehicle.
3. Other: Pass Criminal History Background Check; obtain and retain an Oregon Food Handler card; demonstrate knowledge and proficiency in the use of computer software to include Microsoft Office Word and Excel.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

1. Use of general office equipment including multi-line phones, copiers, and computers;
2. Confidentiality rules regarding client and provider records and the ability to adhere to these rules; and
3. Business English, spelling, grammar, punctuation, and mathematics.

Related skills:

1. Intermediate skills in word processing, spreadsheet, database maintenance, and data entry;
2. Intermediate skills in preparing general business correspondence and documents; and
3. Excellent interpersonal skills with a commitment to delivering high quality customer service in a professional manner.

Ability to:

1. Be courteous and tactful with the senior population and the general public;
2. Perform detailed clerical tasks efficiently and with attention to detail;
3. Type accurately at 55 wpm;
4. Quickly become proficient in Food & Friends databases;

5. Communicate effectively both orally and in writing;
6. Take and transcribe accurate meeting minutes;
7. Perform multiple tasks simultaneously;
8. Work as an effective team member and establish and maintain harmonious and cooperative working relationships with staff and a wide variety of people.
9. Receive, interpret, and implement job-related instruction, guidance, coaching, and training (both formal and informal) while progressively improving skills and overall success in performing assigned duties; and
10. Incorporate feedback in a constructive manner that demonstrates understanding of any concern and an ability and willingness to achieve the required consistent and sustained improvement.

PHYSICAL DEMANDS

(1) Mobility: frequent sitting for long periods of time; occasional bending or squatting. (2) Lifting: occasionally up to 30 pounds. (3) Vision: constant use of overall vision; frequent reading, close-up work, and exposure to computer screens; occasional color and depth vision. (4) Dexterity: frequent use of keyboard and repetitive motion. (5) Hearing/Talking: frequent hearing and talking, in person, in public, and on the phone. (6) Emotional/Psychological: constant coworker and/or public contact.

WORK ENVIRONMENT

Work is performed in a typical office environment utilizing a computer and a variety of other office equipment. Minimal local travel is required.

ADDITIONAL INFORMATION

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the employee in this job. They are not intended to be an exhaustive list of all responsibilities, duties, knowledge skills, or abilities required of the position. The various responsibilities and/or assignments of this position may be unevenly balanced and change from time to time based upon matters such as, but not limited to, variations in the shift, work demands, service levels and management's decision on how to best allocate department resources. Any shift variations, emphasis or rebalancing of duties, responsibilities and/or assignments does not constitute a change in the job classification.

APPROVED BY:	Jon Pfefferle	Date: 09/22/2026	Nutrition Program Director
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