

NEON Reception and Office Assistant

Position Summary: This position will serve as the welcoming face of the NEON organization, greeting community members in person and over the phone, helping them gain a basic understanding of NEON programs, and scheduling appointments for them with appropriate NEON staff members. The position will also include assisting other NEON staff with a variety of basic office tasks.

Compensation: Compensation is projected to be \$26.17-\$26.50 per hour, set by NEON's standardized compensation scale. This hourly position is projected to be 32 hours per week with full benefits. NEON offers employee health, dental, life insurance, employee assistance program, retirement contributions, a flexible work schedule, professional development, and wellness incentive (One hour paid wellness time per week as part of 32-hour schedule after orientation period).

Work Location: This position is based in the NEON headquarters in La Grande, OR. The NEON office is family-friendly, and NEON strives to provide a flexible and supportive work environment as the position allows.

Work Schedule and Location: This position requires working in-person at our La Grande location Monday through Friday. The proposed schedule is 9:30am to 5:00pm Monday-Thursday with a half hour unpaid lunch and 10:00am to 1:00pm on Fridays.

Training: This position will include access to health information. HIPAA and confidentiality training as well as training and educational opportunities relevant to the position will also be provided.

Qualifications/Prior Experience: Familiarity with Northeast Oregon communities; Strong communication and customer service skills; Comfort working with, welcoming, and valuing community members from a wide variety of backgrounds; Working knowledge of Microsoft Office programs. An additional compensation point will be provided for those with fluency in Spanish, Marshallese, or other second language commonly spoken in Union County.

Responsibilities:

- Welcome individuals from a variety of backgrounds as they seek help or arrive for meetings at NEON, treating all individuals with respect and care
- Provide a calm presence and support to visiting community members who may be upset, stressed, or in the middle of personal crises as they seek out community resources.
- Provide basic information and paperwork for NEON programs, scheduling appointments with appropriate staff members as needed
- Take information from office visitors, including making copies of documents
- Refer community members to alternate resources as appropriate (training will be provided)
- Answer the phone and provide basic information, take messages, and schedule appointments
- Ascertain when individuals need language assistance and follow protocols to ensure they speak with someone who can help them in their language.
- Ensure the NEON office space is welcoming, accessible, and has appropriate signage and materials available
- Assist NEON staff members with office tasks as requested, which may include filling out forms, compiling mailings, attending staff meetings, printing, shredding, filing, and other office tasks.
- Maintain confidentiality of all visitors at NEON, including compliance with HIPAA
- Light cleaning and tidying, as well as other similar office duties as assigned

Technology Applications: Basic skills in commonly used technology platforms including Microsoft Office. Aptitude with computers and basic design or marketing skills preferred.

How to Apply: To apply, please submit a cover letter (required) addressing your connection to our mission and relevant experience for the position, as well as a current resume to Teresa Aguilera at taguilera@neonoregon.org. Questions about the position may also be directed to Teresa. This position is open until filled. Interviews are anticipated to begin by September 30, 2025.

NEON's Mission: Our mission is to support individuals, communities, and systems to collectively promote equity, health, and wellbeing at home and beyond.

About NEON: NEON is a 501(c)3 nonprofit health collaborative serving Northeastern Oregon. NEON was launched in 2004 from a small group of individuals who recognized the value of community collaboration in ensuring the health of our residents. Currently, NEON offers health insurance enrollment and navigation, support and training for Community Health Workers and other frontline professionals, and community health support services. We also support other community collaborations with the goal of creating a healthier Eastern Oregon.

Northeast Oregon Network is an equal opportunity employer and prohibits discrimination on the basis of race, color, religion, national origin, sex, age, or disability.