HSDC
Hearing, Speech & Deaf Center

Job Description

Job Title: Center Support Specialist

Department: Admin and Facilities

Reports To: Ariele Belo, DHHS Director & Co-Executive Director

FLSA Status: Non-Exempt
Full-time 40 hrs/week (1.0 FTE)

Prepared Date: December 2025

Pay Range: $25 - $30/hr

HSDC's Commitment to Representation:

We actively seek to recruit, hire, promote, and retain a diverse workforce—one that welcomes and engages people from every background and models the achievements of adults in the Deaf community. We strive to reflect on the diversity of the Seattle area, and for our families, staff and board to be equally diverse. We are committed to eliminating barriers to access and equity and see a diverse workforce as a key step toward this goal. We value our staff members, volunteers, and board members and their individual backgrounds, which further our ability to serve and learn from the diverse families that enrich our community. We invite you to join us on our journey.

Job Summary

The Center Support Specialist is a full-time position which supports the entire Center and requires a high standard of communication, management, and organization. This role acts as a central point of contact and coordination between the departments at HSDC with the goal of facilitating culturally competent, accessible and equitable support for special requests, projects, and tasks necessary for the successful operation of business. The Center Support Specialist reports to the Co-Director.

Essential Duties and Responsibilities:

General Reception Support – 45%

- Phone Call Management: Answer all incoming calls (phone and videophone) promptly and professionally, transfer calls to the appropriate departments or personnel as needed
- First point of contact for visitors and clients to the Seattle office; greet and direct people appropriately for meetings, interviews, and conferences with HSDC staff in all departments
- Facilitate and maintain the waiting room/lobby area, community bulletin boards, and public VP room
- Post signage around HSDC to inform all visitors and clients of office closures and/or clinic updates
- Notify HSDC staff when guests arrive
- Follow daily opening and closing procedures for the ground and first floors

Clinic Support – 30%

- Obtain referrals sent via fax, mail, or email from primary care providers for scheduled appointments
- Assist with scheduling or cancelling appointments in cases of illness or specific instances when requested (e.g., when there are multiple client cancellations to manage)
- Communicate with providers regarding evaluation availability, and when evaluations are offered, create patient records and coordinate scheduling
- Responsible for all Speech reminder calls and preparing files as needed
- Process on-site co-payments for Speech service as needed
- Coordinate interpreting services for clients as needed (ASL/spoken language)
- Manage and respond to consumer requests for audiology medical records, billing statements, and payment documentation

Administrative - 25%

- Execute, monitor, and complete administrative projects that support the entire Center. (i.e., facilitating communication between HSDC staff and vendors to meet project deadlines, redirecting incoming requests to the appropriate staff member, and tracking project status)
- Mail Management: Receive, sort, and distribute incoming mail. Maintain stamps
- Cash Log Processing: Accurately record and reconcile daily cash
- Provides support in overseeing the fundraising database andtracking systems.
- Monitor, retrieve, and distribute incoming faxes daily
- Responsible for lost and found items
- Other duties as requested by the Leadership Team (Organization Executive Directors and other Directors)

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- 1 year of administrative or office experience (2 or more years preferred)
- High school diploma or equivalent required; Associate or higher preferred; with a background in business or healthcare-oriented major preferred
- Excellent customer service skills; 6 months of experience in customer service required
- Ability to multitask accurately in a fast-paced environment
- Flexible and highly organized
- Must have excellent social/interpersonal skills and be able to interact respectfully with members of diverse populations
- Ability to prioritize and exercise a high degree of independent judgment and confidentiality
- Proficiency in Microsoft Office programs and general office equipment; telephonic (telephone and/or videophone) (or the ability to be trained in these)

- Pre-employment background check required
- ASL proficiency as defined by a minimum score of 2.0 on the ASLPI at hire, with attainment of a 3.0 within the first 12 months (training assistance available)
- Excellent in-person and written communication skills
- Ability to communicate clearly and effectively with interpreters (ASL and spoken language).

Physical Demands and Work Environment

This position requires frequent sitting, standing, and movement around the office, lifting 30 pounds or more; ability to operate phones, computers, and other office equipment; strong command of the English language with the ability to be understood.

Generally, in an open office environment, with occasional visits to external environments. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position.

Disclaimer:
This job description is not to be construed as an exhaustive list of all responsibilities, duties, and skills required of this position. All HSDC employees may be required to perform duties outside of their normal responsibilities from time to time, as needed, to meet the ongoing needs of the organization.

Information in employee benefits can be found on HSDC's Jobs page

To apple, email a current resume highlighting relevant experience and skills and a brief vlog describing why you are applying, how your previous experience qualifies you for this role, and where you found out about this position to Jobs@hsdc.org