

## Family Health Centers – Job Description

**JOB TITLE:** Administrative Assistant

**DEPARTMENT:** Administration

Revised Date: July 2016

**FLSA STATUS:** Non-exempt/Hourly

**REPORT TO:** Executive Assistant

**PRIMARY ACCOUNTABILITY:** Provides administrative support to the Management Team.

### **PRIMARY DUTIES AND RESPONSIBILITIES**

- 1) **Provides administrative support**
  - a) Coordinates corporate travel arrangements.
  - b) Coordinates meetings and corporate special events, including scheduling and planning (i.e. board meetings, board committee meetings, executive team meetings, all-staff meetings, board retreat, luncheons, employee appreciation events and patient events).
  - c) Maintains contract and other organization files.
  - d) Assist Medical Director by preparing agenda and taking minutes for provider meetings and Board Clinical Committee meetings.
  - e) Assist Medical and Dental Director with managing Board Clinical policies and necessary documents in Policy Manager.
  - f) Assist Medical and Dental Directors with Patient Terminations and Reinstatements.
  - g) Assist COO and QM Director by preparing agenda, packets and taking minutes for QIP Committee Meetings.
  - h) Receive and organize in correct folders the quarterly Patient Satisfaction Survey results, send out quarterly summary reports as defined by COO and QIP team, using Excel.
  - i) Responsible for print, Xerox, toner and general supply ordering and orderly maintenance of the supply closet.
  - j) Manage MSDS Datasheets
  - k) Manages cellular telecommunications.
  - l) Assists with document administration, organization and training in Policy Manager.
  - m) Manages the FHC intranet
  - n) Assists with various marketing and advertising (i.e. social media, website, newspaper ads, fliers and more.)
  - o) Produces, organizes and maintains administrative files.
- 2) **Processes daily mail – Pick up, sort and post mail on a daily basis**
- 3) **Mail receipts**
  - a) Record mail payments received in the Mail Deposit Log, scan and save as well as EFT deposits.
  - b) Deliver deposits to bank as needed.
- 4) **Guest Suites manager**
  - a) Maintains guest suites calendars, schedules housekeeping, and maintains access security and necessary scheduling of maintenance.
- 5) **Safety Officer**
  - a) Coordinates and manages Safety Committee by scheduling monthly meetings, taking minutes and preparing materials for the monthly Safety Committee meeting.
  - b) Enters and tracks various Safety Rep inspection reports on a monthly basis, producing summary reports as needed.
  - c) Assists with drills on occasion.
  - d) Coordinates and provides training to Safety Representatives.
  - e) Manages all safety-related policies and documents.
  - f) Reports monthly to QIP Committee.
- 6) **Attendance**

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- a) Ensures attendance and hours worked are accurately recorded in computerized timekeeping system.
  - b) Properly manages paid vacation and sick leave.
  - c) Responsible for regular, predictable attendance and to work hours as scheduled, which may include evenings or weekends.
- 7) Other duties as assigned.

### **GENERAL DEVELOPMENT**

1. Requires more advanced organizational skills, in order to organize projects or the work of others.
2. Job duties require the ability to work independently and as part of a team.
3. Duties require the ability to effectively perform in response to workflow or ongoing direction by supervisors or others.
4. Ability to determine an effective response to situations encountered within established precedent.
5. Work requires consideration of the impact of work product on other employees in the work process.
6. Duties require analysis of information following established methods, not requiring the employees own opinions.

### **PROFESSIONAL & TECHNICAL KNOWLEDGE**

1. Possesses a basic level of written and verbal communications skills, computational and computer skills and mathematical knowledge typically acquired through completion of a high school program.
2. Minimum one (1) year Administrative Assistant experience.

### **TECHNICAL SKILLS**

1. Ability to prepare more complex documents in Microsoft Word, including creating tables, charts, graphs and other elements.
2. Ability to use Microsoft Excel to create tables and simple displays of information.
3. Ability to create basic presentations in Microsoft PowerPoint.
4. Fully functional in use of the Outlook program.
5. Ability to access web based applications and programs of others.

### **COMMUNICATION SKILLS**

- 1) Job duties require the employee to effectively communicate basic or non-technical information to co-workers or others.
- 2) Employees are expected to exercise tact and diplomacy in the resolution of mild conflicts or disagreements.
- 3) Employee is required to effectively communicate using FHC's core values; the **Core Dimensions**
  - a) **Respect**—using manners and appropriate language; maintaining a person's dignity and confidentiality; giving credit where due; asking others for their input and feedback.
  - b) **Empathy**—to show someone you understand what they are feeling without judgment; engaged listening with no distractions; acknowledgment and paraphrasing; eye contact.
  - c) **Genuineness**—tone of voice and body language are congruent; showing consistent behaviors over time; integrity (follow-through and follow-up); humility (admitting when a mistake is made).
  - d) **Specificity**—what details can you give so someone knows what “excellence” looks like; models or samples; one-on-one mentoring; alternate plans.
- 4) Job duties require employee to provide excellent customer service to all internal and external customers.
- 5) Job duties require the effective communication of information during informal and formal verbal presentations.

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### WORK ENVIRONMENT

Work is performed in an office environment.

### TYPICAL PHYSICAL DEMANDS

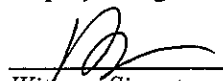
Physical Requirements	N/A	Rarely (1-12%)	Occasionally (13-33%)	Frequently (34-66%)	Regularly (67-100%)
Standing				x	
Walking				x	
Climbing		x			
Sitting					x
Stooping / Kneeling			x		
Lift/Carry up to 15 lbs.			x		x
Lift/Carry up to 30 lbs.		x			
Lift/Carry up to 50 lbs.		x			
Push/Pull up to 25 lbs. of exertion		x			
Push/Pull up to 50 lbs. of exertion		x			
Work below waist level		x			
Work at waist to shoulder level					x
Work above shoulder level		x			
Reach further than arm's length			x		
Fingering					x
Grasping / Holding			x		
Talking					x
Hearing					x
Seeing					x
Work in confined spaces		x			
Exposed to extreme temperatures	x				
Operate tools or machinery (incl. office equip.)					x
Operate motorized vehicles/equipment		x			
Work at heights balancing	x				
Use/exposed to hazardous substances	x				

*This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.*

Signature below acknowledges that I have received a copy of my job description.

  
Employee Signature

8-25-16  
Date

  
Witness Signature

8-25-16  
Date