

## **Family Health Centers – Job Description**

**JOB TITLE:** Administrative Assistant - Operations

**DEPARTMENT:** Administration

Proposed Date: October 2021

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

**REPORT TO:** COO

**PRIMARY ACCOUNTABILITY:** Provides administrative support to the COO

### **PRIMARY DUTIES AND RESPONSIBILITIES**

#### **Provides administrative support**

- a) Prepare agendas and compiling Ops packets for operations meetings, including preparation for board meetings.
- b) Schedules site visits and coordinates objectives for all 13 sites
- c) Assist COO with managing Board policies and necessary documents in Policy Manager.
- d) Organize mail, emails, meeting notes, and multiple meeting agendas for optimal flow and appropriate placement
- e) Create recurring Athena schedules and block for meetings
- f) Responsible for collection of information and posting daily huddle hot sheet
- g) Produces, organizes and maintains administrative files.
- h) Prepares and distributes Ops of the Day and RN of the Day calendars
- i) Submits daily and weekly vaccine reports
- j) Attends Public Health Meetings as a backup to Infection Control and COO
- k) Obtains and distributes locally available supplies (Walmart etc)
- l) Represents Multi-Site Operations on the Safety Committee and in maintaining required logs

#### **Performance Evaluations Coordination**

- a) Coordinates Provider Practice Management performance evaluation process under the direction of COO
- b) Schedules performance evaluation appointments with direct reports.
- c) Coordinates meetings including scheduling and planning luncheons, employee appreciation events and clinic staff meetings.

#### **Assist Operations Management Team**

- a) Preparing agenda and taking minutes for Ops work group meetings and other meetings as needed.
- b) Maintains and coordinates calendars for meetings and clinic
- c) Works with IT to find solutions for ongoing administrative tasks
- d) Assists with department logs and task tracking
- e) Produces, organizes and maintains administrative files.
- f) Represents COMS in Wellness Committee and assisting in coordination with IT and Exec Admin Assist in development and maintenance of Employee Wellness Program
- g) Works as a liaison between Pharmacy and Finance on POs and invoicing needs
- h) Provides weekly clerical support to the Finance Manager in scanning, management and distribution of digital files

#### **Reporting**

- a) Assist business intelligence and operations on data management and distribution on required reports

#### **Attendance**

- a) Ensures attendance and hours worked are accurately recorded in a computerized timekeeping system.
- b) Properly manages PTO hours.

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- c) Responsible for regular, predictable attendance and to work hours as scheduled, which may include evenings or weekends.

### 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 a 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

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.

Minimum one (1) year Administrative Assistant experience.

### TECHNICAL SKILLS

Ability to prepare more complex documents using computers, including creating tables, charts, graphs and other elements.

Ability to use computers to create tables and simple displays of information.

Ability to create basic presentations.

Ability to prepare basic correspondence and simple reports using a computer

Ability to create, send and manage email.

Ability to access web-based applications and other computer programs

### COMMUNICATION SKILLS

- Job duties require the employee to effectively communicate basic or non-technical information to co-workers or others.
- Employees are expected to exercise tact and diplomacy in the resolution of mild conflicts or disagreements.
- Employee is required to effectively communicate using FHC's core values;

### **Core Dimensions**

- **Respect**—using manners and appropriate language; maintaining a person's dignity and confidentiality; giving credit where due; asking others for their input and feedback.
- **Empathy**—to show someone you understand what they are feeling without judgment; engaged listening with no distractions; acknowledgment and paraphrasing; eye contact.
- **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).
- **Specificity**—what details can you give so someone knows what “excellence” looks like; models or samples; one-on-one mentoring; alternate plans.

Job duties require employee to provide excellent customer service to all internal and external customers.

Job duties require the effective communication of information during informal and formal verbal presentations.

### WORK ENVIRONMENT

Work is performed in an office environment.

Work requires a driver's license and ability to travel to all 13 clinic sites on a regular basis

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### TYPICAL PHYSICAL DEMANDS

<b>Physical Requirements</b>	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 Date

\_\_\_\_\_  
Witness Signature Date