**JOB PURPOSE:**

Under the supervision of the Chief Operating Officer or a Department Director, the Administrative Assistant assists an assigned department(s) in conducting their responsibilities in the most effective manner possible. This position maintains and creates documents of organizational meetings and business operations. The Administrative Assistant is to keep all aspects of administration office organized, effective, and efficient. Administrative Assistant is responsible for timely and professional written/verbal communications. The Administrative Assistant must be able to proofread documents and to organize and transmit materials in a highly organized and professional manner. Our health center manages patient care using a team-based approach in our interactions with patients and working to achieve stated objectives and outcomes.

**JOB QUALIFICATIONS:**

Must demonstrate good communication skills (written or verbal), problem solving skills, listening skills and project management skills and the ability to be circumspect in the sharing of confidential information. Must present professional attitude as well as be organized, efficient and a self-starter.

**Education:** Associate degree preferred or equivalent education, training, experience.

**Certification and Licensure:** Driver’s License.

**Experience:** Two to five years of progressively responsible experience in administrative or secretarial position.

**Specialized Skills & Knowledge:**

* Proven expert level proficiency using computers, specifically MS Office products (Word, Excel, Power Point, SharePoint and Outlook) and SurveyMonkey.com.
* Proven proficiency performing research using the internet and other resources.
* Keyboarding speed of 55 wpm and data entry skills; accuracy is essential.
* Proven ability to effectively communicate, verbally & in writing, with all levels of staff personnel, board members, outside agencies, and the general public.
* Knowledge of office organization practices and procedures.
* Cultural diversity awareness, sensitivity, and competency, including the ability to successfully work with and relate to individuals from diverse cultures and backgrounds.
* Ability to keep customer service and the mission of the organization in mind when interacting with all clients, co-workers, and others promoting a positive image for the health center.
* Ability to effectively balance employee needs with business needs.
* Ability to manage multiple priorities and tasks.
* Proven professional demeanor and ability to use good judgment and discretion when dealing with confidential information & conform to HIPAA regulations.
* Ability to use office equipment, including computer, printer, scanner, fax machine, copier, and multi-line telephone.
* Ability to read, understand, and apply administrative policies and procedures.
* Skills in organizing resources and establishing priorities.
* Ability to work under pressure and meet deadlines.
* Strong analytical, attention to detail, and problem-solving skills.
* Self-motivated, organized, & able to work independently and as a team member.
* Familiarity with medical terminology, processes and operations strongly preferred.

**ROLES AND FUNCTIONS**

**Communication:**

1. Asks for direction when unsure of job expectation.

2. Makes suggestions and addresses concerns in a constructive manner.

3. Utilizes appropriate channels of communication in problem-solving and conflict resolution.

4. Communicates effectively and courteously to all health center staff.

**Organization & Time Mgmt.:**

1. Does not allow personal issues to interfere with workload; keeps social interaction with other staff to a minimum.

2. Takes and returns from breaks and lunch times in a timely manner.

3. Maintains a clean, orderly and professional work area.

4. Seeks out appropriate uses of time during non-busy periods.

**Safety/CQI:**

1. Ensures safe work environment and promotes accident prevention.

2. Utilizes cause for concern form to identify situations that have an impact on care delivery, safety or customer service.

**Work Ethic:**

1. Consistently demonstrates strict adherence to policies and procedures.

2. Takes responsibility for own actions and seeks to correct any mistakes.

3. Consistently reports to work on date and time scheduled.

4. Self-initiates and follows through on assignments in a timely manner.

**Team Contribution:**

1. Participates in and supports team meetings, activities, and/or problem solving.

2. Promotes positive teamwork and cohesiveness between all staff.

3. Provides constructive and creative recommendations for improvements in own area of responsibility or the clinics system.

4. Acts as a resource, communicates appropriate knowledge, skills and conduct.

**Service Excellence:**

1. Maintains a high level of quality, accuracy and neatness in work performed.

2. Remains calm and tactful during stressful situations, emergencies and confrontations.

3. Prioritizes customer service and customer satisfaction.

4. Demonstrates an awareness of and commitment to the goals and mission of the health center.

**Professionalism:**

1. Maintains appropriate personal boundaries with clients.

2. Accepts supervision and criticism in a constructive manner.

3. Maintains professional appearance appropriate for position.

4. Maintains organizational and patient confidentiality.

5. Demonstrates an ability to adapt to change.

**Job Specific Duties:**

1. Attends meetings and drafts accurate meeting minutes. Focuses on decisions and assignments agreed to in meetings and maintains an ongoing roster of decisions and assignments.

2. Drafts professional correspondence, including emails, letters, memos, faxes and other internal and external documents.

3. Drafts standards, policies and other formal procedural documents, including researching content and recommending language.

4. Coordinates meetings, trainings and other events, including room reservations, refreshments, audio visual equipment, meeting material preparation and distribution, and attendee communication.

5. Creates and updates various statistical, narrative and graphical reports.

6. Manages MS Outlook calendars, including coordinating Paid Time Off requests for a department and recommending approvals in accordance with established guidelines.

7. May update social media and websites.

8. Provides back-up coverage for other Executive or Administrative Assistant’s duties as needed.

9. May make travel arrangements.

10. Assists in problem solving with phone system, voice mail, other office equipment.

11. Participates in special projects as assigned, which could include research and drafting proposals.

12. Proofreads outgoing materials and correspondence to assure correct spelling and grammar, professional formatting and organization of documents.

13. Downloads materials from secure websites and maintains confidentiality of associated materials and passwords.

14. Other duties as may be assigned.