



## Administrative Assistant Position Description

The following is a position description for the Administrative Assistant Position at Rolling Hills Clinic.

**POSITION:** Administrative Assistant

**REPORTS TO:** Executive Director

**SUPERVISES:** None

**POSITION SUMMARY:** Under the direct supervision of the Executive Director, this position provides administrative and clerical support for the Executive Director. In addition to answering incoming calls, directing calls, typing, filing and scheduling, performs duties such as financial record keeping, coordination of meetings and conferences, obtaining supplies, and working on special projects. Maintains confidentiality at all times due to access to confidential and sensitive information. Deals with a diverse group of important external callers and visitors as well as internal contacts at all levels of the organization. Independent judgment is required to plan, prioritize and organize diversified workload, recommends changes in office practices or procedures.

### **ESSENTIAL JOB FUNCTIONS:**

1. Schedules and organizes complex activities such as meetings, travel, conferences and department activities for Executive Director and other Clinic personnel.
2. Performs desktop publishing. Creates and develops visual presentations for the Executive Director.
3. Establishes, develops, maintains and updates filing system for the Executive Director and the department. Retrieves information from files when needed.
4. Organizes and prioritizes large volumes of information and calls.
5. Responds to regularly occurring requests for information
6. Answers phones for Executive Director. Takes messages or fields/answers all routine and non-routine questions.
7. Acts as a liaison with departments and outside agencies, including high-level staff such as Medical Director, Dental Director, Providers, Managers, etc. Handles confidential and non-routine information and explains policies when necessary.
8. Works independently and within a team on special nonrecurring and ongoing projects. Acts as project manager for special projects, at the request of the Executive Director, which may include: planning and coordinating presentations, disseminating information.
9. Types and designs general correspondences, memos, charts, tables, graphs, business plans, etc. Proofreads copy for spelling, grammar and layout, making appropriate changes. Responsible for accuracy and clarity of final copy.
10. Assists in the ordering, receiving, stocking of office supplies.
11. Assists with other clerical duties such as photocopying, faxing and filing

**EDUCATION, EXPERIENCE, CERTIFICATIONS, AND LICENSES:** One year certificate from College or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience. Ability to pass a pre-employment drug screen and criminal background check/fingerprinting in accordance with all applicable laws regarding the nature of the employment.

**COMPETENCIES:**

- Problem Solving -Identify and resolve problems in a timely manner; gather and analyze information skillfully; develop alternative solutions; work well in group problem solving situations; use reason when dealing with emotional topics.
- Technical Skills -Assess own strengths and weaknesses; pursue training and development opportunities; strive to continuously build knowledge and skills; share expertise with others.
- Customer Service -Manage difficult or emotional customer situations; respond promptly to customer needs; solicit customer feedback to improve service; respond to request for service and assistance; meets commitments.
- Interpersonal Skills -Focus on solving conflict, not blaming ; maintain confidentiality; listen to others without interrupting; keep emotions under control; remain open to others' ideas and try new things.
- Oral Communication -Speak clearly and persuasively in positive or negative situations; listen and get clarification; respond well to questions; demonstrate group presentations skills; participate in meetings.
- Written Communication - Write clearly and informatively; edit work for spelling and grammar; vary writing style to meet needs; present numerical data effectively; ability to read and interpret written information.
- Teamwork - Balance team and individual responsibilities; exhibit objectivity and openness to others' views; give and welcome feedback; contribute to building a positive team spirit; put success of team above own interests; ability to build morale and group commitments to goals and objectives; support everyone's efforts to succeed.

**LANGUAGE SKILLS:** Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

**MATHEMATICAL SKILLS:** Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to compute rate, ratio, percent and to draw and interpret bar graphs.

**REASONING ABILITY:** Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**COMPUTER SKILLS:** To perform this job successfully, an individual should have knowledge of Microsoft Office software and EMR software.

**CERTIFICATES, LICENSES AND REGISTRATIONS:** Valid California Driver's License

**PHYSICAL DEMANDS:** While performing the duties of this job, the employee is regularly required to sit; use hands to pick up, handle or feel; reach with hands and arms; talk or hear. The employee is occasionally required to stand and walk. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**WORK ENVIRONMENT:** The noise level in the work environment is usually moderate. The patient flow can be slow to very hectic at times depend on the day and the time of day. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

*Employment with Rolling Hills Clinic is voluntarily entered into. All RHC personnel are employed on an at-will basis. At-will employment may be terminated with or without cause, and with or without notice at anytime by the employee or by RHC. No manager, supervisor, or employee of the organization has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment other than at-will terms.*

**INDIAN PREFERENCE :** Preference in filling vacancies will be given to qualified Indian candidates, in accordance with the Indian Preference Act (Title 25, U .S. Code, Section 472 and 473). In other than the above, Rolling Hills Clinic is an equal opportunity, affirmative action employer and does not discriminate in employment based on race, color, religion , gender, national origin, age, disability, or sexual orientation.

**FLSA STATUS:** Non-Exempt

**DATE OF LAST REVIEW I REVISION:** November 2015

**ASSIGNED SITE:**

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Signature

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Date