



POSITION DESCRIPTION (Non-Exempt)

Position Title: Administrative Assistant

Dept:

Reports To: Department Director

Date: October 2022

Skill Sets: Proficient in Microsoft Office Suite, Adobe Acrobat, Internet use and access, and the operation of office equipment; Self-directed, highly organized and very detail oriented in completing assigned tasks; Able to adapt to changing work efforts and exercise judgment to shift priorities and organize multiple tasks simultaneously; Excellent communication skills - written, verbal and phone; Maintain confidential information.

Education/Experience: *Minimum Requirements:* High school graduate or equivalent with a minimum of three years progressively more responsible administrative support experience.
Preferred Qualifications: Business Administration or Office Management training in a business or vocational school; Previous healthcare experience in related area, such as a clinic or other health professional office setting, County Social Services or Public Health, or health plan/HMO.

Primary Function

This position supports the work of the department staff by performing a range of administrative and office and duties including but not limited to: program-specific data entry and verification; creating spreadsheets from collected data; mailing and typing documents such as memos, letters, reports, correspondence, and administrative forms; participating in the development of program newsletters or other submittals; and organizing all logistics for meetings including meeting minutes.

Essential Responsibilities:

1. Compile, organize, and analyze moderately complex information for inclusion in reports, budgets and presentations; prepare charts, graphs, or other presentations of varying complexity. Proficient with excel functions such as v-look up, mail merge, pivot tables and filtering/sorting.
2. Maintain data integrity with important member information and meet requirements of compliance standards.
3. Create, organize, and maintain files and records; maintain data and related information on web based data systems.
4. Manage incoming department correspondence, ensuring all forms of information and

documents are distributed timely and accurately.

5. Proofread, revise and edit materials and be able to discern when to ask questions for clarification.
6. Coordinate conference and travel arrangements; Schedule appointments and perform other duties related to maintaining one or more individual schedule.
7. Coordinate a large volume of incoming and outgoing faxes, letters and emails, and preparing outgoing correspondence by printing, folding, stamping;
8. Coordinate the overall logistics for various committee meetings and ad hoc meetings, including compiling agendas, taking minutes, making photocopies, collating and mailing packets, scheduling a location, etc. Attend department, project and team meetings and document meeting notes as needed.
9. Accept, screen, and route telephone calls; Greet and direct visitors, as appropriate, concerning activities and operations of the department.
10. Resolve routine problems, answer general questions, and know when to escalate more complex issues.
11. Coordinate the printing and timely mailing of department correspondence. Log and track specific department correspondence accurately and consistently.
12. Perform other duties as assigned within the scope, responsibility and requirements of the job.

Additional 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.

Language Skills:

Must be able to read and write in English.

Mathematical Skills:

Must have sufficient mathematical skills to perform basic numeric functions

Accuracy:

Most of the work is checked or verified, and errors would cause delays, some waste of materials or time, or it may adversely affect enrollee's ability to access services.

Reasoning Ability:

Requires use of some judgment to comply with or carry out instructions, minor decision making, routine problem solving.

Physical demands:

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.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit for extended periods of time. The employee is occasionally required to stand; walk; use hands to navigate office equipment, (i.e. computer,

telephone, etc.), office supplies and reach with hands and arms.

The employee may occasionally lift and/or move up to 5 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

The duties of this job require the employee to be seated at a computer approximately 70% of the time. Communication by telephone is an integral part of this position.

Work Environment:

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.

While performing the duties of this job, the employee should encounter no unusual or hazardous conditions. The noise level in the work environment is usually low. The work area is modern, clean, well-lighted, and relatively free from distractions.

Travel Requirements:

This position has limited exposure to long-distance travel but may be required to travel intra-city.

Contacts:

This position has direct contact with co-workers, SCHA Committees, and member counties; regular electronic contact with external agencies such as counties, state regulatory agencies, provider organizations, and Third-Party Administrators (TPAs) for an exchange of information.

Financial Impact:

Errors in data calculation, auditing, etc. may have a limited financial impact on SCHA, but errors are likely to be detected and corrected before permanent harm is done.