



MISSION

Delivering patient centered, accessible, quality-driven, medical, dental, and behavioral healthcare, to all generations to strengthen the health status in the communities we serve, regardless of the ability to pay.

JOB DESCRIPTION

POSITION:

Administrative Assistant

Reports to:

Chief Executive Officer

Revised:

April, 2021

Department:

Central Office

FLSA:

Non- Exempt

Position Summary: The Administrative Assistant provides assistance in the direction of the administrative and operational activities of the NHC central office. The Administrative Assistant is responsible to work cooperatively with the central office staff and other NHC staff to see that the organization operates consistently within its mission so as to foster a healing medical environment that creates a pleasing and organized atmosphere for patients and staff.

Supervision Exercised: None

Position Responsibilities:

1. Performs general office functions such as preparing correspondence, photocopying, faxing, filing, scanning, e-mailing, etc.
2. Manages mail (pick up incoming, sort, distribute, and deliver outgoing), prints stamps
3. Answers and routes incoming phone calls and manages voice mail messages
4. Schedules and confirms appointments for the Central Office as needed and maintains an organizational calendar
5. Prepares for business associate meetings including travel arrangements
6. Assists in the preparation of presentations for staff and community
7. Orders and maintains inventory of supplies
8. Completes Board of Director's minutes and prepares monthly board packets for distribution
9. Maintains a professional and productive relationship with local hospitals, medical professionals, public health services, community organizations and NHC Board of Directors
10. Establishes highly effective methods of communication with all organizational departments in an environment of professionalism and respect.
11. Maintains confidentiality for patients, staff and others according to facility policy and HIPPA standards
12. May be called upon to assist with special projects and assume responsibility for the development, administration, and promotion of specific projects as required.
13. Additional job responsibilities as assigned

Position Requirements:

1. Skill in providing excellent customer service and support; organizing and prioritizing workload and meeting deadlines; and excellent written and verbal communication.
2. Ability to interact effectively and professionally with persons from diverse cultural, socioeconomic, education, racial, ethnic and professional backgrounds.
3. Ability to work effectively with managers, co-workers, members of the public and professional groups.
4. Ability to communicate effectively, clearly, concisely with others (internal and external customers, both verbally and in writing), consistently demonstrate positive/proactive customer service attitude. Consistently maintains ethical behaviors exemplary of quality public service and fair standards, inclusively, among all employees and members of the public.
5. Ability to work as an effective team member; function independently, exercise sound judgment and initiative; be flexible to shift priorities; maintain confidentiality; establish and maintain effective interpersonal work relationships, effectively assist providers; work toward goals and objectives of draft priorities.

6. Ability to follow NHC Clinic practice guidelines – including adhering to the NHC immunization policy and the NHC Mission and Vision and NHC Corporate Compliance Policy.
7. Ability to receive constructive feedback.
8. Must have strong organizational skills and accuracy, along with problem solving skills.
9. May be asked to perform other duties that align with NHC’s mission, including but not limited to participation on clinical committees, providing education, Quality Review and/or other activities.

Minimum Requirements:

1. Ability to perform each position responsibility satisfactorily with or without reasonable accommodation. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties of the position.
2. Ability to understand that safety is a condition of employment. Unsafe acts or conditions will be reported to the supervisor or Site Coordinator.
3. Must be computer literate.
4. Must be able to read, write and speak English.

Education and/or Experience:

- High School diploma or equivalent, REQUIRED;
- Bachelor’s degree, PREFERRED;
- Healthcare Experience PREFERRED

License and/or Certification:

- Valid North Dakota Driver’s License
- Current Immunization Records
- Current PPD

Special Requirements:

- Must be willing to travel between NHC health centers. Must be willing to work evening hours and weekends if necessary.

Appearance Standards: This position shall follow the appearance standards as outlined in the NHC Personnel Appearance Policy.

While performing the duties of this position, the employee is exposed to weather conditions prevalent at the time. The employee may experience exposure to dust, pollens, pollutants, fumes, and communicable diseases as related to the health care environment. The noise level in the work environment is usually moderate.

Physical Requirements:

NCHC CLINICAL STAFF				
	Not Applicable	Occasionally	Frequently	Constantly
Stand			X	
Vision – near			X	
Vision – w assistance			X	
Walk			X	
Sit			X	
Reach outward		X		
Reach above shoulder		X		
Climb	X			
Crawl	X			
Squat/kneel		X		
Bend		X		
Lift/Carry				
10lbs or less			X	
11-20 lbs		X		
21-50 lbs		X		
51-100 lbs	X			
Over 100 lbs	X			
Push/Pull				
12 lbs or less		X		
13-25 lbs		X		
26-40 lbs	X			
41-100 lbs	X			
Not Applicable	Activity does not apply to this position			
Occasionally	Position requires this activity up to 33% of the time (0-2.5 hours per day)			
Frequently	Position requires this activity from 33%-66% of the time (2.5-5.5 hours per day)			
Constantly	Position requires this activity more than 66% of the time (5.5 hours + per day)			

Travel: is not required It is anticipated that travel will be: 5% - 10% 50% - 75%
 10% - 25% 75% - 90%

The specific statements shown in each section of this Job Description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. The job’s responsibilities/tasks may be modified and/or expanded over time. Northland CHC will inform the employee when changes in the respective job description are made.

I have read and understand the duties / physical requirements indicated in this job description and acknowledge that I am able to perform these duties with or without reasonable accommodation. I understand that failure to adhere to these responsibilities could be grounds for disciplinary action up to and including termination of employment.

Print Name _____ Signature _____ Date _____