



Position/Job Title: Administrative Assistant
Manager: Associate Manager, Business Operations
Approved/Revised Date: 11/09/2017
Job Code: 110
Pay Class: Administrative

Summary:

Under general supervision of Associate Manager, Business Operations and according to established policies and procedures, the Administrative Assistant provides administrative and clerical services to all staff of IHP. Demonstrates excellent customer service, answers the main telephone line, and greets and directs visitors as they enter the office. Prepares correspondence, types a variety of office records and reports, updates and distributes IHP policies, maintains and updates departmental records, and gathers data and prepares a variety of recurring and special reports.

Essential Functions:

1. Provides a high level of customer service and administrative support to directors, managers, and staff of IHP and general administrative support to IHP's departments and business lines.
2. Serves as the first point of contact for visitors. Receives and directs or escorts visitors.
3. Places, receives, and directs phone calls, taking messages as needed or retrieving messages from voicemail. Provides information to callers or refers them to others.
4. Answers a variety of public inquiries requiring considerable familiarity with departmental procedures and general IHP functions and operations.
5. Makes arrangements for meetings, lean events, classes, and other educational events including coordination of Collaborative events. Reserves space and arranges audio visual equipment and refreshments if needed. Coordinates scheduling of meetings and confirms attendance.
6. Coordinates event catering to include ordering food for delivery, traveling to pick up catering supplies for specific events, and setting up and cleaning up refreshments at the start and end of each event. (Travel costs are reimbursed according to IRS mileage reimbursement guidelines.)
7. Prepares, distributes, and maintains materials needed for meetings, including attendance sign-in sheets, flyers, and presentations materials. May take and transcribe minutes of meetings.
8. Prepares and completes mailings, including mail merges and packet assembly. Mass mailings include departmental letters, postcards, or other special requests.

9. Requisitions regularly-used offices supplies, small equipment repair, and maintenance service. Tracks and maintains inventory levels of commonly-used office supplies to ensure items are in-stock.
10. Completes a variety of administrative and clerical tasks, including but not limited to, receiving, opening, and routing daily mail; transcription of written or dictated materials; typing (correspondence, memos, presentations, forms, tables, charts, schedules, patient reports, and records), and data entry into various information systems.
11. Sorts, date stamps, scans and saves electronic file for all incoming invoices and receivables.
12. Schedules and/or reschedules appointments and meetings and communicates to staff or supervisor of schedule changes/modifications.
13. Maintains relationships with IHP's print shop vendors; ensures accurate and timely ordering of necessary printed materials.
14. Coordinates with vendors for routine services such as janitorial services, printer/copier service and repair, and mailing services, etc.
15. Maintains and updates organizational records and files, including binders, electronic documents, chronological file, and scanning and archiving historical documents.
16. Distributes/routes communication materials, including updated policies and procedures, IHP newsletter, the Monthly Update to offices, etc. These distributions may be routed to health plans, providers, IHP's website, and/or IHP staff.
17. Operates a variety of automated and standard office equipment such as personal computers, facsimile machines, calculators, photocopying machines, postage machine, etc.
18. Prepares and distributes routine reports using Microsoft Access and Excel.
19. Organizes provider Access Audit and other survey processes including preparation of audit tool, coordination of call schedule, and compiling data.
20. Extensively uses Access database for numerous applications to support all business lines.
21. Demonstrates commitment to providing outstanding customer service in a manner that is reflective of IHP's mission, values, and customer service standards.
22. Maintains a working knowledge of applicable Federal, State, and local laws and regulations, the Corporate Compliance Program, Code of Conduct, as well as other policies and procedures in order to ensure adherence in a manner that reflects honest, ethical, and professional behavior.
23. Updates and maintains the organizational calendar and the annual meeting schedules of all of IHP's committees and groups using Microsoft Outlook.
24. Maintains work and storage areas in a neat and orderly fashion.

Additional Responsibilities/Duties:

(The following examples are intended to be descriptive but not restrictive.)

1. Provides back-up support to Executive Assistant for preparing IHP Board and committee packets.
2. In cooperation with the Executive Assistant, provides support for event planning and execution, including – but not limited to – Board and Committee meetings, PO Group and Subgroup meetings, etc.
3. Coordinates with physician offices to obtain agreements, audits, and other documents needed for IHP.

4. In partnership with other IHP staff, updates and distributes the Community Health Resource Guide annually.
5. Tracks staff birthdays and routes celebration cards; responsible for annual holiday card mailing.
6. Assists in the technical aspects of IHP website development and maintenance.
7. Participates fully as a member of the Business Operations Team, including participating in and leading the Mastermind process and building a strong team which serves as the infrastructure for delivering IHP's mission.
8. Performs additional duties as assigned.

Education/Experience (Minimum Requirements):

Associate's degree (preferred) or equivalent experience.

Specific Knowledge, Skills, Licenses, Certifications, etc.:

Experience

- Minimum 1-3 years of experience.
- Proficient in use of the Microsoft Office suite of products; minimum Outlook, Word, Excel, and Access preferred.

Skills

Must demonstrate proficiency or excellence in all of the following areas:

- Professional communication skills
- Interpersonal skills
- Customer relations skills
- Computer skills
- Typing (60 words per minute)
- Basic math skills
- Analytical skills
- Clerical skills
- Grammar skills
- Spelling skills
- Demonstrate and maintain high level of accuracy
- Ability to maintain high level of confidentiality

Licensure: N/A

Comments: Local travel for office supplies is required. Must be able to make a commitment towards continuing professional development.

Experience and ability to work with diverse population is essential to this position.

The above statements are intended to describe the general nature and levels of the work performed and are not exhaustive lists of all duties, responsibilities, knowledge, skills, and abilities and working conditions associated with the job. As changes occur IHP reserves the right to modify the above description.