



Position/Job Title: Administrative Assistant
Reports to: Director, Business Operations
Posting Date: 03/10/2020
Job Code: 110
Pay Class: Administrative/Non-Exempt

Summary:

Under general supervision of the Director, 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. Responsible for coordinating company events, ordering catering services, and ensuring appropriate room layout with audio and visual equipment and printed materials as needed. 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. Prepares for meetings, lean events, classes, and other educational events including coordination of Collaborative events.
6. Maintains reservations for rooms and other resources in the Microsoft Outlook calendar.
7. Coordinates and maintains scheduled meetings and registrations on IHP's website. Confirms attendance with registrants.
8. 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. Prepares, distributes, and maintains materials needed for meetings, including attendance sign-in sheets, flyers, and presentations materials.
9. Takes and transcribes minutes of meetings.
10. Prepares and completes mailings, including mail merges and packet assembly; mass mailings include departmental letters, postcards, or other special requests.
11. Requisitions regularly used offices supplies, small equipment repair, and maintenance service.

12. Tracks and maintains inventory levels of commonly-used office supplies to ensure items are in-stock and/or reordered in a timely fashion.
13. 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.
14. Sorts, date stamps, scans and saves electronic file for all incoming invoices and receivables.
15. Schedules appointments and meetings and communicates to staff or supervisor of schedule changes/modifications.
16. Maintains relationships with IHP's print shop vendors; ensures accurate and timely ordering of necessary printed materials.
17. Periodically completes cost comparison of local printing vendors to ensure cost efficiency of print jobs.
18. Coordinates with vendors for routine services such as janitorial services, printer/copier service and repair, and mailing services, etc.
19. Maintains and updates organizational records and files, including binders, electronic documents, and scanning and archiving historical documents.
20. 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.
21. Operates a variety of automated and standard office equipment such as personal computers, facsimile machines, calculators, photocopying machines, postage machine, etc.
22. Prepares and distributes routine reports using Microsoft Access and Excel.
23. Organizes provider Access Audit and other survey processes including preparation of audit tool, coordination of call schedule, preparing and receiving packets with surveys for the practices, and compiling data.
24. Extensively uses Access database for numerous applications to support all business lines.
25. Demonstrates commitment to providing outstanding customer service in a manner that is reflective of IHP's mission, values, and customer service standards.
26. 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.
27. Updates and maintains the organizational calendar and the annual meeting schedules of all of IHP's committees and groups using Microsoft Outlook.
28. 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 culture development and building a strong team for delivering IHP's mission.
8. Demonstrates commitment to providing outstanding customer service in a manner that is reflective of IHP's mission, vision, values, organizational context, code of conduct, and customer service standards.
9. Identifies opportunities for continuous improvement, develops related plans of action, and implements process and documentation improvements.
10. Committed to continuing professional development.
11. Maintains a working knowledge of applicable Federal, State and local laws and regulations, IHP's 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.
12. Performs related duties as assigned.

Education/Experience

Required Education and Experience:

1. High School Diploma or equivalent and 1-3 years of related professional experience.
2. Proficient in use of the Microsoft Office suite of products: Outlook, Word, and Excel.
3. Experience and/or ability to work with diverse populations.

Preferred Education and Experience:

1. Associate degree preferred
2. Proficient in use of the Microsoft Office Access preferred.

Professional Competencies, Licensure/Certification, Etc.:

Competencies:

Must demonstrate proficiency or excellence in all the following areas:

Professional communication skills

Interpersonal skills

Customer relations skills

Computer skills

Typing (60 words per minute)

Basic math skills

Demonstrate and maintain high level of accuracy

Analytical skills

Clerical skills

Problem solving skills

Organizational skills

Grammar and spelling skills

Conflict resolution skills

Time management skills

Licensure/Certification: N/A

Work Environment:

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

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.

This is largely a desk-bound role; however, frequent movement throughout the office is required. Frequent sitting, standing, and walking are daily activities. Some bending and filing may be required. This would require the ability to lift files and office supplies, open filing cabinets and bend or stand as necessary

Position Type/Expected Hours of Work:

This is a full-time position. Days and hours of work are Monday through Friday. Hours of operation are typically 8:00 a.m. to 5:00 p.m. with some scheduled evening events. Work hours may vary by position with some positions requiring extended workdays depending on business needs. Non-exempt full-time positions are scheduled for a 40-hour work week.

Travel:

This position requires up to 3 percent travel. Majority of travel will be in Southwest Michigan; however, additional travel may be required as needed.

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.