

JOB DESCRIPTION

POSITION TITLE:	Office Administrative Assistant
LOCATION:	HOPE Clinic – Main
REPORTS TO:	Chief Financial Officer
EDUCATION:	Bachelors degree required; preferably in Healthcare or Business Administration
WORK EXPERIENCE:	1 year of administrative or nonprofit experience preferred
SALARY RANGE:	\$11-\$15/ hour
FLSA STATUS:	Non-exempt
POSITION TYPE:	Full-Time
LANGUAGE:	Fluent in English; Bilingual in English and Spanish, Arabic, Burmese, Chinese or other languages is a plus!

HOPE Clinic is an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis including race, creed, color, age, sex, religion or national origin.

JOB SUMMARY:

The Office Administrative Assistant will undertake administrative tasks, ensuring the CFO, Finance, Billing, Procurement and Human Resources department staffs have adequate support to work efficiently.

MAJOR DUTIES & RESPONSIBILITIES:

- Provide support to the Finance, Billing, Procurement and Human Resources department;
- Manage agendas, meetings, travel arrangements, etc. for the CFO;
- Manage phone calls and correspondences (email, letters, packages, etc.);
- Maintain organized files in electronic format (and hard copy if necessary);
- Assist in the preparation of regularly scheduled reports for the Finance, Billing, Procurement, and Human Resources department;
- Handle multiple assigned projects and contribute to team effort;
- Carry out administrative duties such as filing, typing, copying, scanning, etc.;
- Provide general support to visitors: answering questions, giving directions etc.;
- Ensure that work assignments and information gathered remains confidential and protect all patient and agency information;
- Update and maintain administrative office policies and procedures; and
- Perform other duties as assigned to support HOPE Clinic’s Mission, Vision and Values.

QUALIFICATION REQUIREMENTS:

- Proven administrative experience in a variety of field concepts;
- Knowledge of office management systems and procedures;
- Working knowledge of office equipment, like printers and fax machines;
- Excellent written and verbal communication skills;
- Strong organizational and planning skills;
- Attention to detail and problem solving skills;
- Excellent time management skills and ability to multi-task and prioritize work;
- Proficient in MS Office with expertise in Microsoft Word, PowerPoint and Excel.

EDUCATION and/or EXPERIENCE:

- Bachelors degree required, preferably in Healthcare or Business Administration.
- One year of relevant administrative or nonprofit experience preferred. Experience in medical field is a plus!

LANGUAGE SKILLS:

Ability to read, analyze, and interpret general health and social services guidelines, technical procedures or governmental regulations. Ability to write reports, health correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups or patients, center staff, and the general public.

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, and percent.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instruction furnished in written, oral, diagram, or schedule form.

OTHER SKILLS and ABILITIES:

- Bilingual (Vietnamese, Chinese, Arabic and/or Spanish with English) is preferred.
- Above average skills in language ability as well as public speaking and writing.
- Must have good transportation and a valid Texas Driver's license.

LEADERSHIP RESPONSIBILITIES:

No supervisory or direct people management responsibilities. May provide occasional work guidance, technical advice, and training staff.

WORK COMPLEXITY/INDEPENDENT JUDGEMENT:

Work tasks are often straightforward, routine, structured and guided by established policies and procedures. Little, if any, independent judgment is required, outside of making basic choice in the selection and application of established methods. The job received frequent, ongoing supervision.

PROBLEM SOLVING:

Decisions are made on routine matters affecting few individuals and usually within the confines of the job's own department. Specific job activities and results are typically reviewed closely. There are limited requirements for developing new ideas or changes in methods, procedures or services.

COMMUNICATION/INTERACTIONS:

Information sharing - gives and receives information such as options, technical direction, instructions and reporting results. Interactions are mostly with patients, own supervisor and coworkers in own and other departments.

IMPACT OF DECISIONS:

Follow rules and procedures. Decisions can have minimal or no impact to HOPE Clinic. Errors can be readily detected, usually by the employee, and, if made, would result in minor expense for correction.

PATIENT RELATIONSHIPS:

Follow through with patient inquiries, requests and complaints. Forward difficult and non-routine inquiries or requests to appropriate level for resolution.

AMERICANS WITH DISABILITIES SPECIFICATION:

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 stand, sit, talk, hear, stoop, kneel, and use hands and fingers to operate a computer and telephone keyboard reach.
- Specific vision abilities required by this job include close vision requirements due to computer work.
- Light to moderate lifting (up to twenty pounds) is required.
- Ability to uphold the stress of assisting patients of diverse backgrounds.
- Regular, predictable attendance is required.

WORKING/ENVIRONMENTAL CONDITIONS:

Work is normally performed in a typical interior work environment which does not subject the employee to any hazardous or unpleasant elements.

HOPE Clinic is a smoke-free and drug-free workplace in compliance with federal guidelines.