

JOB DESCRIPTION

POSITION TITLE:	Finance Office Administrative Assistant
LOCATION:	HOPE Clinic – Main
REPORTS TO:	Chief Financial Officer
EDUCATION:	High school diploma or GED required; Bachelors degree preferred; preferably in Healthcare or Business Administration.
WORK EXPERIENCE:	1 year of administrative or nonprofit experience preferred
SALARY RANGE:	\$14-\$17/ hour
FLSA STATUS:	Non-exempt
POSITION TYPE:	Part-Time or Full-Time
LANGUAGE:	Fluent in English; Bilingual in English and Spanish, Arabic, Burmese, Mandarin 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 but not limited to disability, race, creed, color, age, sex, religion, political opinion, national or social origin, etc.

JOB SUMMARY:

The Finance Office Administrative Assistant will perform administrative tasks to support the Finance department, including but not limited to, the CFO, Accounting, Billing, Procurement, Credentialing and Human Resources departments' staffs.

MAJOR DUTIES & RESPONSIBILITIES:

- Coordinate agendas, meetings, travel arrangements, etc. for the CFO;
- Coordinate calendars for the Finance department, including but not limited to CFO and conference room booking, etc.;
- Answer phone calls and correspondences (mail, fax, email, packages, etc.) as instructed;
- Maintain organized files in electronic format (and hard copy if necessary);
- Work on multiple assigned projects and contribute to team effort;
- Provide general support to visitors: answering questions, giving directions, etc.;
- Perform monthly CAQH mass attestation;
- Maintain and update the privileging summary spreadsheet to ensure the records and data are current and accurate;
- Assist with updating demographic information for insurance payers;
- Assist with provider internal credentialing process;
- Fax and mail out insurance correspondences as needed;

- Perform routine administrative duties, including but not limited to, entering data, preparing reports, helping with inventory management, performing inventory count, reconciling front desk income & making deposits, coordinating the departments catering events, etc.;
- Assist HR Department with maintaining new hire and volunteer orientation folders, issuing new hire and volunteer ID cards, tracking polos and fleeces inventory;
- Attend on-site/off-site community engagement activities and clinic events as needed;
- Ensure that work assignments and information gathered remains confidential and protect all patient and agency information;
- 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;
- Typing speed of at least 40 WPM;
- 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;
- Provide proof of the COVID-19 vaccine.

TRAVEL REQUIREMENTS:

- Ability to travel to satellite sites and/or off-site locations for events or training as needed;
- Proof of liability and property damage insurance on vehicle used is required.

EDUCATION and/or EXPERIENCE:

- High School diploma required; Bachelors degree preferred, 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 data, technical procedures or governmental regulations. Ability to assist with writing 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, Spanish and/or any other language 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 resolutions.

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; Ability to uphold the stress of assisting patients of diverse backgrounds;
- Regular, predictable attendance is required;
- Must have the ability to lift up to 50 lbs

WORKING/ENVIRONMENTAL CONDITIONS:

Work is normally performed in a typical health clinic work environment which may or may not subject the employee to hazardous or unpleasant elements, noise, crowds, confined/restricted but fire hazard approved desk spaces/rooms and varying temperatures at the clinic. There may be occasional off-site/outdoor assignments with exposure to heat/cold, wet/humid, dry/arid airs or temperatures.

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

Signature

Date

Full Name - Printed