



## Administrative Assistant

The Administrative Assistant is responsible for various administrative functions for the branch office. This position reports to the Business Manager.

### **Duties and Responsibilities:**

1. Provides administrative and office support for employees and customers through a variety of tasks related to organization and communication. All assigned duties are completed accurately and delivered with high quality, in a timely manner. Personally greets individuals who visit the branch office and directs them to the appropriate person. Serves as a resource for information relating to the company's services. Accountable for communicating any barriers to complete assigned duties to their supervisor.
2. General Office:
  - A. Maintains positive and effective communication with all employees and customers.
  - B. Maintains confidentiality of all information pertaining to clients, families and employees.
  - C. Assists with daily office maintenance and some janitorial duties that could include: Garbage disposal, replacement of supplies in bathrooms and the kitchen, and ensures conference rooms are kept clean and in order.
3. Performs other duties as assigned that may include assisting with the following:
  - A. Serve as a resource and backup person for other positions as assigned.
  - B. Provide recruiting support to ensure adequate employees are available for current and prospective clients.
    - a. Schedule interviews for hiring managers with selected candidates.
    - b. Written assessment screening process and provide appropriate documentation for completion by candidate.
  - C. Preparation and coordination of general and role specific orientation for direct caregivers according to established guidelines.
  - D. Maintain a current supply of office forms and supplies, orientation packets, assessment packets, etc.
  - E. Open and sort mail to ensure it is distributed to appropriate person, which includes the following:
    - a. Processes UPS, Fed-Ex and other shipments.
    - b. Ensures outgoing mail is sealed and stamped appropriately.
  - F. Performs word processing and miscellaneous clerical duties under the direction of the Business Manager and General Manager.
  - G. Assist with sending and faxing physician orders and 485's to physicians for signature.
  - H. Scheduling and client care which includes:
    - a. Staffing confirmations and changes.
    - b. Schedule training and problem solving for employees.
    - c. Follow-up calls to new clients.
    - d. Sending informational correspondence to clients and physicians as needed and as directed.
  - I. Participates in the after hours on-call process to assure client care policies and procedures are followed and staffing issues are resolved.

**Physical/Environmental Demands:**

Light to Medium - primarily desk work; some bending, stretching, handling supplies. Able to operate simple office equipment.

Exerting 20 to 50 pounds of force occasionally, and 10 to 25 pounds of force frequently, and greater than negligible up to 10 pounds of force constantly to move objects. Physical demand requirements are in excess of those for light work.

**Qualifications:**

1. Minimum of a high school diploma. Two years experience working in a related field (i.e. health care, business administration, education) preferred.
2. Excellent written and oral communication skills with customers and employees.
3. Excellent time management skills and ability to multi-task and prioritize work; ability to work independently with minimal supervision.
4. Maintains professionalism, attention to detail and problem solving skills.
5. Strong computer skills and the ability to learn new software; knowledge of Word and Excel a plus; accurate typist – 50 wpm.
6. Pass initial and ongoing background studies and screenings including but not limited to those of the Minnesota Department of Health and the Federal Office of the Inspector General's List of Excluded Individuals and Entities.