



**Today's Date:** December 20, 2017

**Job Listing:** Administrative Assistant-CEO: Ottumwa, Iowa

**Summary:** Provides administrative and clerical support to the CEO and other management staff of River Hills Community Health Center as available and directed. Performs all defined services and other related duties in accordance with the mission of River Hills Community Health Center.

**Essential Functions:**

1. Performs administrative and word processing duties.
2. Provide support to the CEO.
3. Provides support to internal and special meetings as directed.
4. Performs clerical support duties.
5. Assists in preparing grant requests.
6. Coordinates communication for Administration.
7. Supports a service-oriented atmosphere in accordance with RHCHC Mission and Philosophy.
8. Follows policies and procedures.
9. Develops and maintains own competence.
10. Maintains a safe working environment and practices safe working habits.
11. Coordinates various marketing efforts as applicable.
12. Complies with Corporate Compliance Program policies and code of conduct, and all laws, rules and regulations relating to the position. Has a duty to report any suspected violations of the law or the standards of conduct to his/her immediate supervisor, the HR Director, or the Compliance Officer.
13. Other duties as assigned.

**Qualifications:**

Education	High school diploma. Clerical education preferred.
Experience	Minimum of 3 years administrative secretarial experience.
Cognitive Skills (Language, Math, Reasoning Ability)	
Computer Skills	Microsoft Office suite.
Other Skills	Minimum typing speed of 50 WPM. Demonstrated knowledge and skill in preparing documents and correspondence with appropriate language, punctuation, grammar, and form. Ability to handle all information in a confidential and professional manner. Demonstrated phone and communication skills. Ability to organize and process administrative information effectively and efficiently.
Certificates & Licenses	
Work Environment Hazards	None.
Personal Protective Equipment Required	None.
Physical Demands Summary (See Physical Abilities Analysis for detailed requirements)	<p>Requires hand dexterity required for office machine operation, stooping and bending to files and supplies, mobility to complete errands, or sitting for extended periods of time.</p> <p>Requires visual acuity to perform required tasks to include the ability to see and read PC screens and communicate with a computer, whether it is with a mouse and keyboard, voice recognition software, or other available hardware/software tools.</p> <p>Required to be able to write legibly and read printed or handwritten materials.</p> <p>Hearing that allows understanding verbal meeting communication to produce meeting minutes.</p>

## Function to Task List

Function	Task
1. Performs administrative and word processing duties.	a. Checks accuracy of correspondence.
	b. Completes word processing tasks within specified time frame.
	c. Copies and distributes correspondence as needed.
	d. Types various statistical data forms.
	e. Answer telephone for administrative office
	f. Process incoming and outgoing mail daily
	g. Backup front desk reception duties at administrative office
	h. Order all administration office supplies
	i. Manage administration building issues
2. Provide Support to the CEO	a. Maintain mileage and expense reports on a monthly basis.
	b. Manage CEO's email account
3. Provides support to internal and special meetings. (SLT, Admin, Patient Centered Medical Home, Quarterly Providers Staff Meeting for all departments and others as directed)	a. Assists in preparation of meeting agendas (typing, formatting, coordination of times) and distributes to appropriate individuals.
	b. Plans and prepares for meetings (room set-up and clean-up, lunch/dinner arrangements, phone conference coordination).
	c. Prepares and distributes documents needed for meetings.
	d. Notifies members of upcoming meetings, maintaining RSVPs when indicated.
	e. Records, transcribes and distributes minutes from meetings as assigned.
4. Performs clerical support duties.	a. Maintains organization of administrative documents, to include various filing duties.
	b. Makes travel arrangements for staff as requested.
	c. Assists managers and other clerical support staff when needed for special projects, during peak periods, and/or during staff absences.
	d. Reports usage and maintains office machines in assigned areas.
	e. Provides clerical support for special projects staff.
	f. Process incoming and outgoing mail.

5. Assists in preparing grant requests.	a. Coordinates timelines of grant material as performed by others to enable timely completion/assembly of grants.
	b. Word processes, proofreads and distributes grant requests within specified time frame.
6. Coordinates communication for Administration	a) Coordinates facility maintenance communication including housekeeping, security and HVAC problems, including urgent facility problem follow-up in CEO's absence in consultation with other managers.
	b) Coordinates telecommunications.
	c) Coordinates staff communication including Communication Boards, phone directory and distribution lists for memos and voice mail.
	d) Coordinates schedules for conference rooms, including kitchen maintenance as described in procedure manual.
	e) Processes administrative mail.
	f) Write and distribute River Hills review monthly newsletter to all employees and board members.

7. Supports a service-oriented atmosphere in accordance with River Hills Community Health Center Mission and Philosophy.	a. Listens attentively to complaints and refers them to appropriate staff.
	b. Prioritizes work.
	c. Demonstrates concern for patients' and staff rights, privacy, and dignity.
	d. Suggests areas for process improvement and assists in making improvements when appropriate.
	e. Demonstrates a cooperative and courteous manner towards patients, families, and visitors while carrying out job functions.
	f. Works cooperatively with providers, co-workers, students, and other employees.
8. Follows policies and procedures	a. Adheres to human resources policies and procedures (i.e., attendance, meal period & breaks, personal appearance).
	b. Maintains strict confidence of patient and RHCHC information.
	c. Uses time and attendance system correctly.
9. Develops and maintains own competence	a. Attends required Clinic programs and department meetings.
	b. Completes required skills assessments and training including HealthStream Training.
	c. Supports a continuous learning environment by participating in developmental opportunities.
	d. Follows action plans and works to achieve goals identified on performance evaluation.
	e. Participates on committees and in budgetary process when requested.
10. Maintains a safe working environment and practices safe working habits.	a. Adheres to fire, safety, disaster, and infection control policies and procedures.
	b. Attends required safety programs.
	c. Files incident report within 24 hours of incident.
	d. Uses equipment safely and appropriately.
	e. Reports and removes unsafe equipment.
11. Coordinates various marketing efforts as applicable	a. Keep clinic brochures up to date, current and well stocked
	b. Develop new marketing materials as necessary (e.g. posters, signage, banners, PowerPoint presentations, etc.)
	c. Order RHCHC promotional material as directed (pens, magnets, etc.)

This job description is intended to describe the general nature and level of work performed by the individual assigned to this classification. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time.

**Hours:** Nine hour days Monday – Thursday and 4 hours on Friday.

**Supervisor:** Chief Executive Officer-CEO.

**Deadline:** Position will remain open until a pool of qualified applicants is received.

Submit cover letter, resume' and three references to Steve Haigh, HR Director at [recruiting@riverhillshealth.org](mailto:recruiting@riverhillshealth.org)

**Or, mail to:**

River Hills CHC  
PO Box 458  
Ottumwa, Iowa 52501

River Hills CHC offers a competitive wage and full benefit package.