# VALLEY HEALTH TEAM
## LIVE BETTER. VIVE MEJOR.

JOB DESCRIPTION

POSITION:                   ADMINISTRATIVE ASSISTANT
REPORTS TO:                 EXECUTIVE ASSISTANT
POSITIONS SUPERVISED:       NONE
CLASS:                      REGULAR
CAT:                        FULL-TIME
                            NON-EXEMPT

## BASIC FUNCTIONS:

Under the supervision of the Executive Assistant, the Administrative Assistant is responsible for responding to everyday requests from designated management personnel, while maintaining a strong administrative grasp of ongoing tasks related to the general operations of Valley Health Team and staff.

## DUTIES AND RESPONSIBILITIES:

1.  Perform day-to-day administrative functions and general office duties including but not limited to work processing, copying, filing, and data entry.
2.  Assist in preparation of records, minutes, and resolutions for the Board of Directors' meetings.
3.  Responsible for the safe keeping of corporate documents and records.
4.  Maintain and update a variety of records and file related to assigned office operations and activities.
5.  Receive calls and visitors on behalf of Administration department.
6.  Receive, sort, and distribute mail for Valley Health Team.
7.  Perform special duties and assignments related to assigned office activities and operations, preparing mailings, assembling packets, registering program participants, and researching requested in formation.
8.  Enter data into computer, print reports, and verify accuracy of data as necessary.
9.  On a temporary basis, may be required to work at any satellite facility.
10. Contribute to team effort by assisting other departments as needed and while maintaining confidentiality of VHT's business.
11. Work cooperatively with all staff members and outside sources in a professional manner to deliver a high level of service.
12. Observe and practice all VHT Patient Experience Service Standards as outlined in "World Class Practices: My Commitment to Care (which I have read and signed). Practice CICARE when interacting with patients, their families, visitors, or internal customers.
13. Practice CICARE phone etiquette during all phone interactions.
14. Always exercise courtesy whenever patients, family members, visitors and co-workers are present.
15. Respect privacy and dignity of our patients, family members, visitors and co-workers.
16. Maintain professionalism in the presence of patients, their families, visitors and co-workers.
17. Act as a role model, verbally and behaviorally demonstrating skill, enthusiasm, positive problem solving, commitment and loyalty to the profession and the organization.
18. Follow applicable regulations: Joint Commission, OSHA, HIPAA, and CLIA.
19. Serves and protects the practice by adhering to professional standards, policies and procedures, federal, state, and local requirements, and The Joint Commission Accreditation of Healthcare Organization standards.
20. Perform other related duties, which may be inclusive, but not listed in the job description.

## MINIMUM QUALIFICATIONS:

1.  Associates Degree in business administration or related field from an accredited college or equivalent
2.  Minimum two (2) years work experience in office environment
3.  Ability to type 55 wpm with proficient typing requirements

4.  Strong verbal, written, analytical and interpersonal skills
5.  Strong customer service skills (preferably within a service industry)
6.  Modern office practices and procedures (including email)
7.  General computer skills and demonstrated proficiency with MS Office Suite (e.g. Word, Excel, etc.)
8.  Excellent oral and written communication skills – be able to provide information in a clear and concise manner; good interpersonal skills
9.  Fluent conversational English/Spanish strongly preferred
10. Ability to be flexible with work schedule and available to work at all site locations
11. Must have own transportation, valid California Driver's License and current proof of automobile insurance coverage.
12. Demonstrated ability to provide world-class patient experience using CICARE principles and practices. Ability to be proactive and to go above and beyond the call of duty; take initiative to provide a world class patient experience in all encounters via email, phone or in person.

**TYPICAL WORKING CONDITIONS:**  The office setting is a normal work environment.  Occasionally work during early morning, evening or weekend.  May be subjected to temperature variances in the office.

**TYPICAL PHYSICAL DEMANDS**:  Requires sitting, standing, or walking for up to eight hours a day.  Some bending, stretching, or reaching may be necessary.  Lifting up to 40 pounds may be required on occasion.  Vision must be correctable to 20/20 and hearing must be in the normal range for telephone contact.

**WORK ENVIRONMENT:**  The work environment characteristics described here are representative of those an employee encounters while performing 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 may come in contact with hazardous equipment such as liquid nitrogen, cleaning agents, and sharps.  The noise level in the work environment is usually moderate but may become excessively loud with the increased patient flow during a busy clinic day.

I, the employee, understand the responsibilities and standards of my position as listed above, and I agree to fulfill them to the best of my ability.  I understand I am an at-will employee and can be terminated at any time with or without cause.  I also understand the Valley Health Team Inc. will not be responsible in any manner for termination's which are due to defunding of Federal or State Contracts.  I also agree that the VHT Board of Directors have the right to modify the Personnel Policies which govern my employment at any time.

This organization is an Equal Opportunity Employer.  It is our policy to comply with all applicable state and federal laws prohibiting discrimination in employment based on race, age, color, sex, religion, national origin, or other protected classification.


_____          _____
Employee's Signature                     Date