Position Title: Executive Assistant

Statement of Duties
Duffy Health Center is a patient-centered medical home, and every role requires functioning effectively using a team-based approach. The Executive Assistant is responsible for providing administrative and clerical support and assistance for Duffy Health Center leadership team. Work includes receiving and directing incoming communications, preparing and distributing correspondence and reports, maintaining and updating records and files, researching and compiling information, and working on special projects as assigned.

Position Functions
The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if work is similar, related, or a logical assignment to the position.

1. Provides necessary administrative support for the CEO, Director of Development and Community Relations, and the Senior Director of Program Resources. As needed will provide administrative support to the CFO and Medical Director as needed.

2. Assists the Development, Community Relations, and Marketing team where needed, in preparing for special projects and events as required, records information in databases and creates and mails correspondence.

3. Assists Senior Director of Program Resources in the completion of various forms, reports and documentation required by local, state and federal grants, compiles, copies, and mails packets.

4. As directed by the CFO, mails bills, and works with Accountant to prepare for annual audit; collecting copies of board minutes and required documents.

5. Coordinates materials, posts notices, prepares agendas, attends, and takes minutes for various meetings including Management Team and Full Staff meetings.

6. Records, compiles information, and prepares monthly reports as required.

7. Maintains and updates, electronic records including but not limited to the Policy Directory, the Phone List, Date of Hire, Call Tree, Org Chart and other agency records as requested.
8. Schedules meetings and reserves conference rooms, orders refreshments and meals, and performs room set-up and clean-up for Full Staff and Management meetings. Stocks refreshments and supplies for Franey Room and keeps administrative conference rooms (Franey and Mohr) orderly.

9. Orders administration supplies and stationery. Organizes and keeps orderly the staff mail room and storage areas.

10. Greets and assists guests and staff who are visiting the administrative offices.

11. Acts as Notary Public for agency.

   Keeps MOA/MOU binder current.

12. Compiles information for Client Satisfaction Survey and other survey tools as requested.

13. Makes arrangements for outside meetings when needed.

14. Makes travel arrangements as needed.

**Supervision**

Work is performed under the general supervision of the Chief Executive Officer. The employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently, with specific instruction. The supervisor provides additional, specific instruction for new, difficult or unusual assignments. The employee is expected to refer unusual situations to the supervisor for further instruction. Reviews and checks of the employee’s work are applied to an extent sufficient to keep the supervisor aware of progress. In many cases, the work is self-checking, for example, requiring accounts to balance before proceeding.

**Job Environment**

Numerous standardized practices, procedures, or general instructions govern the work and in some cases, may require additional interpretation. Judgment is needed to locate, select and apply the most pertinent practice, procedure, regulation or guideline. The work consists of a variety of duties which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation. Employee serves as
gatekeeper of the department. Employee has access to confidential information and records of the organization. Errors could result in delay or loss of service.

The position has daily contact with co-workers and frequent contact with employees from other health centers and organizations, Board and Committee members, state and federal agents, patients, donors, vendors. The purpose for contact is to coordinate work and give or receive information and assistance.

**Recommended Minimum Qualifications**

**Physical and Mental Requirements**
Employee works in an office setting and is required to sit, talk/listen and use hands more than 2/3rd of the time; and stand, reach, walk, up to 1/3rd of the time. Employee seldom lifts up to 10 lbs. Normal vision is required for the position. Equipment operated includes office machines, and computers. Employee may be exposed to hostile individuals or situations.

**Education and Experience**
A candidate for this position must have an Associate’s degree, with a Bachelor’s preferred, with three to five (3-5) years of executive assistant experience; or any equivalent combination of education and experience.

**License and Certifications Required**
A candidate for this position must be able to obtain certification as a Notary Public.

**Knowledge, Skills and Abilities**
A candidate for this position should have the following:

Working knowledge of:
- Microsoft Office programs including but not limited to Excel, Word, PowerPoint, etc., at the advanced level.
- Fundraising databases (preferred)
- General office administration practices and procedures
- Policies and procedures of the organization
- Grammar, spelling, and letter composition.
Skill in:
- Effective written and verbal communication
- Mathematics
- Accurate maintaining of records and files
- Undertaking internet searches and information gathering
- Preparing accurate reports and documents
- Troubleshooting and problem-solving

And ability to:
- Effectively plan and prioritize work
- Maintain confidentiality of information
- Handle multiple tasks simultaneously in a timely manner
- Interact professionally with co-workers at all levels, patients, and individuals from outside agencies
- Work willingly on a variety of projects
- Commit to the philosophy and mission of Duffy Health Center which serves the homeless and at-risk population, and to the team-based approach as part of PCMH.