



Community Health Care Association of New York State

Job Description ADMINISTRATIVE ASSISTANT – ALBANY

The mission of the Community Health Care Association of New York State (CHCANYS) is to ensure that all New Yorkers, including those who are medically underserved, have continuous access to high quality community-based health care services including a primary care home. To do this, CHCANYS serves as the voice of community health centers as leading providers of primary health care in New York State. CHCANYS is a dynamic, team-oriented, 501(c)(3) non-profit organization that advocates on behalf of and provides technical assistance to federally qualified health centers (FQHCs) throughout New York State.

POSITION SUMMARY:

The Administrative Assistant is the primary administrative support staff to the Albany office as well as the operations link between CHCANYS' two offices. This position provides administrative support to CHCANYS' Albany office operations and to the Albany office departments/teams: Policy; Clinical Affairs; Health Center Support; and Data Systems. As part of the CHCANYS Administrative Support Team, the Administrative Assistant also performs duties and responsibilities to support organization-wide projects as requested. This position requires strong interpersonal skills with the ability to work within a diverse work environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- **Administrative Office Support**
 - Greet and direct office visitors, answer main office telephone line, respond to direct requests for information and/or forward messages to appropriate staff.
 - Ensure the office is kept in a professional, orderly and clean fashion. Staff liaison for building/office facility matters.
 - Maintain and track CHCANYS petty cash and annual office budget.
 - Maintain inventory for office supplies and computer hardware; handle requisition and purchasing of supplies as needed. Assist with research and cost comparisons for supply vendors to maintain cost effectiveness and quality.
 - Perform changes/updates to telephone/voicemail system as necessary.
 - Trouble shoot Information Technology (IT) needs and coordinate with IT consultant, as necessary.
 - Receive and distribute incoming mail and coordinate outgoing mail, including courier services, postage meter account, and interoffice mail distribution.

- Maintain master calendar of in-office meetings, schedule conference rooms and provide meeting support as needed.
 - Assist with review of administrative procedures and development of processes/systems to maintain office administrative efficiency.
 - Maintenance of general office files.
 - Administrative staff liaison to CHCANYS New York office. As part of the CHCANYS Administrative Support Team, perform other duties and responsibilities as requested.
- Administrative Support to Departments/Teams
 - Prepare (i.e., draft, format, and proofread) and send general correspondence, including performing mail merges as needed.
 - Provide document preparation support, including creating templates, forms and other materials as needed.
 - Provide support to staff for copying and faxing.
 - Maintain inventory of specific departmental communication materials (e.g., brochures, newsletters) and ensure required materials are current and assembled.
 - Coordinate and schedule meetings, and training programs, including scheduling/calendar coordination and tracking of responses/attendance, and provide other support as needed (e.g., coordinating food, logistics, etc.). Take and prepare meeting minutes as requested.
 - Provide support for CHCANYS Public Policy Committee. Responsibilities include working closely with the policy team and Committee Chairs to set up monthly calls, maintain annual meeting schedule and committee membership contact list, take meeting minutes and distribute monthly meeting agendas and materials.
 - Prepare materials for meetings and training programs, including printing/copying and assembly of materials.
 - Maintain and update various databases and web portal. Provide assistance in updating website.
 - Obtain travel information, make travel and hotel arrangements as requested. Assist with expense report preparation, submission and tracking. Assist with time sheet submission as required.
 - Provide assistance as needed with basic research.
 - Maintenance of departmental files.
 - Perform other duties and responsibilities as requested.

REPORTS TO: Director of Policy

SUPERVISES: N/A

KEY ORGANIZATIONAL RELATIONSHIPS:

This position works in close collaboration with:

- All CHCANYS staff

MINIMUM REQUIREMENTS:

- A minimum five years office administrative support experience with at least two years college is required. Bachelor's degree preferred.

- Excellent organizational and follow-through skills, ability to handle multiple tasks simultaneously. , prioritize and work under deadlines.
- Proactive, highly motivated self-starter who is flexible, reliable and demonstrates a strong commitment to quality work.
- Strong communication skills, both verbal and written.
- Must possess excellent computer skills, particularly with all software in Microsoft Office, including Word, Excel, Access, PowerPoint and Outlook.
- Excellent client/customer service orientation.
- Ability to deal effectively with a variety of people and work in a team environment.
- Strong interpersonal skills and ease with both telephone and in-person contacts.
- Interest in community-based primary healthcare a plus.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

The physical requirements and work environment 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.

This position requires the manual dexterity sufficient to operate phones, computers and other office equipment. The position requires the physical ability to kneel, bend and perform light lifting. This person must have the ability to write and speak clearly using the English language to convey information and be able to hear at normal speaking levels both in person and over the telephone. Specific vision abilities required by this job include close vision, depth perception and the ability to adjust focus. Generally, the working conditions are good with little or no exposure to extremes in health, safety hazards and/or hazardous materials. Though work is normally performed in an office setting, this person must have the ability to travel as required to work with staff.

CATEGORY: Full-Time, Non-Exempt

OFFICE LOCATION: Albany

JOB DESCRIPTION EFFECTIVE DATE: July 10, 2012

Community Health Care Association of New York State provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, status as a Vietnam-era or disabled veteran or any other characteristic protected by law. CHCANYS complies with all applicable federal, state, and local laws, regulations and ordinances prohibiting employment discrimination.