

**Prairie Education and Research Cooperative  
Position Description**

Position Title: Administrative Assistant

Reports To: Director/Chief Operating Officer, PERC

Approved By:

\_\_\_\_\_ President of Board Date: \_\_\_\_\_

\_\_\_\_\_ Director/Chief Operating Officer Date: \_\_\_\_\_

Position Purpose:

Provide secretarial and clinical support for PERC in order to facilitate effective communications and efficient operations.

MAJOR TASKS, DUTIES AND RESPONSIBILITIES:

- 1.) Integrates the PERC mission and vision into daily tasks through dedication to customer satisfaction, quality improvement, and collaborative working relationships. Must abide and strongly enforce all compliance requirements and policies and perform their responsibilities in an ethical manner consistent with the organizations values.
- 2.) Full Commitment to Quality Assurance, Medicare Compliance, and the Health Information Portability and Accountability Act (HIPAA) as defined by PERC policy and the Federal Government.
- 3.) Must be willing and able to incorporate PERC customer service protocols as they relate to interactions with patients, families, physicians and co-workers.
- 4.) Coordinates completion of all personnel records for new employees and maintains personnel files.
- 5.) Performing technical, specialized, complex and difficult office administrative work requiring the use of independent judgment.
- 6.) Oversees and coordinates administrative, program, and office activities.
- 7.) Establishes, selects, implements, and coordinates office procedures and systems.
- 8.) Serves as principal source of information to staff and investigators on policies, procedures, programs, and office activities.
- 9.) Oversees the preparation of materials for reports, regulatory documents, contracts and initial preparation on budgets.
- 10.) Monitors expenditures and tracks office supply inventory.
- 11.) Provides editorial support for reporting/letters/correspondence.
- 12.) Proofreads and edits material for grammatical and factual accuracy.
- 13.) Tracks copy through various editing and production stages.

- 14.) Determines administrative, facility, and equipment needs for symposia, lectures, seminars, and conferences. Assembles and arranges for necessary items.
- 15.) Greets visitors. Answers and screens telephone calls. Assesses nature of business. Responds to requests for information and provides assistance.
- 16.) Screens and responds to mail.
- 17.) Assembles attachments and corresponding material. Reviews outgoing material for completeness, dates, and signatures.
- 18.) Composes substantive correspondence and written material.
- 19.) Coordinates travel arrangements.
- 20.) Schedules and coordinates meetings and appointments.
- 21.) Takes minutes or dictation. Attends meetings and takes minutes; transcribes and disseminates minutes to executive staff; prepares agenda for staff meetings.
- 22.) Analyzes and resolves office administrative and procedural problems.
- 23.) Organizing own work, coordinating projects, setting priorities, meeting deadlines and following up on assignments with a minimum of direction.
- 24.) Using initiative and independent judgment within established policy and procedural guidelines.
- 25.) Providing complex office administrative support in the areas of procurement, budgeting, report preparation and staff communication
- 26.) Communicating effectively with co-workers, and superiors, the general public, representatives of public and private organizations and others sufficient to exchange or convey information.
- 27.) Assist with bookkeeping tasks as assigned
- 28.) Purchase and inventory of all office supplies.
- 29.) Maintenance of long-term document storage.
- 30.) Current Illinois Drivers License and vehicle for transport of documents and other items as assigned.

#### KNOWLEDGE AND SKILL REQUIREMENTS:

- 1.) Possess accurate and proficient typing, transcription, and general office skills as are usually obtained through completion of a business or commercial training program or its equivalent in experience. Equivalent to completion of two years of college-level coursework in business or a field related to the work and three years of office administrative, supervisory or lead experience in the area of assignment; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job as listed above.
- 2.) Possess good communication skills, both oral and written.
- 3.) Must have the ability to organize work and meet deadlines
- 4.) Completes inquiry forms; analyzes, resolves, and distributes for resolution; prepares various forms and documentation upon request
- 5.) Demonstrate the ability to handle stress.
- 6.) Knowledge of billing and insurance forms desirable.
- 7.) Creative and innovative techniques for performing assignments;
- 8.) Proper English usage, spelling, grammar, and punctuation;

- 9.) Business correspondence formatting;
- 10.) Time management;
- 11.) Computer applications related to the work;
- 12.) Standard office administrative practices and procedures, including the use of standard office equipment
- 13.) Composing non-routine correspondence, compiling reports, transcribing dictation, typing documents, using word processor or spreadsheet software,
- 14.) Receiving visitors, screening and directing manager's telephone calls,
- 15.) Arranging meetings or travel,
- 16.) Completes inquiry forms; analyzes, resolves, and distributes for resolution; prepares various forms and documentation upon request
- 17.) Handle confidential information
- 18.) Receive and initiate extensive, regular outside contacts on behalf of the executive with executives and boards of directors of other companies, regulators, elected representatives, charitable boards, and customers.
- 19.) Plan, organize and coordinate the administrative aspects of the Executive's office functions Possess working knowledge of Microsoft Software – Excel and Word. Basic knowledge of Access desirable.
- 20.) Must possess flexible attitude to perform or assist in a variety of tasks

#### WORKING ENVIRONMENT:

- 1.) Each job requires the following demands:
  - A.) Physical Demands
    1. Must possess good physical and mental health.
    2. Must be capable of stooping, bending, stretching and lifting.
    3. Must appear well groomed and poised at all times.
  - B.) Mental Demands
    1. Must have the ability to control emotions and maintain composure under stress using tact and good judgment.
    2. Must be able to adjust to various personalities and situations.
  - C.) Special Demands
    1. Must be self-confident and maintain a positive attitude.
    2. Must be capable of performing in an environment that demands extreme consciousness, emotional stability, attention to the minute details and keen observation.
    3. Must have patience and tact in dealing with patients and the public.
    4. Must be able to communicate effectively with patients, doctors, co-workers, and other departments.
    5. Must work well under supervision, as well as independently and be able to take constructive criticism.