

Job Description



Job Title: Administrative Assistant
Department: Administration
Report To: Director of Finance,
Director of Human Resources, and CEO

Job Summary:

Responsible for managing, maintaining, and analyzing accounts payable information. Facilitate internal and external reimbursement for services to ensure efficient and effective operations of Premier Bone and Joint Centers. Maintain accurate records by scanning, filing, and reviewing files within the electronic filing system.

Assist in providing market support to all departments.

Responsible for managing, maintaining, and analyzing human resource data. Efficiently and effectively work with employees during the entire life span of employment. Work with benefits vendors to ensure accurate administration of fringe benefits. Work directly with the Director of Human Resources to provide support to the physicians, administration, and employees of Premier Bone and Joint Centers.

Assist CEO with any clerical duties and special projects as needed.

Core Competencies

Proactive

Anticipatory, change-oriented and self-initiated behavior. Proactive behavior involves acting in advance of a future situation, rather than just reacting. It means taking control and making things happen. Proactive employees generally do not need to be asked to act, nor do they require detailed instruction. Take initiative to see an issue and develop realistic solutions.

Achieve

Demonstrate effort, skill, or tenacity to reach or attain a desired objective, level of performance or quality of work. Carry out tasks successfully and completely. Attain goals despite difficulty. Able to exert the necessary effort using their own skill set to perform at the highest level desired within our organization.

Team Conscious

Demonstrate a genuine interest in thoughts and opinions, values, and needs of co-workers. Avoid speaking, writing, or doing other things that could be seen as disrespectful of patients and/or co-workers. Recognize and show respect for the strengths and contributions of others. Work with others to accomplish a common goal or objective.

Integrity

Act in ways that demonstrate personal reliability, honesty, and care that exhibit integrity and serves as a positive example of why others should trust the motives of our organization. View oneself as a reflection of the organization by following through on commitments and accepting ownership of any mistakes they might make. Leave others with a clear impression that integrity is a core value of Premier Bone & Joint Centers. This is in contrast to individuals who make commitments that go unmet, fail to acknowledge their role in disappointing events, or whose actions (or inaction) leave others with doubts about the level of trust that should be placed in Premier Bone & Joint Centers.

Excellence

Have the will to win, the desire to succeed, the urge to reach their full potential. We are what we repeatedly do. Excellence is the path chosen to be successful at work. The word excellence is defined as the quality of surpassing the average, possessing high qualities in one's field. It's about developing a winning mindset that says "I want to be great at what I do. I want my personal life and my work to be spectacular." Developing excellence is a deliberate process and takes time, yet it can be developed by creating a personal strategy that will put you on the road to success in life and in the workplace.

Never Quit

Can always be counted on to go above and beyond what is asked. Always give extra and unending effort and offer support to other team members. Persevere in completing tasks and don't get discouraged or cut short efforts to accomplish goals and objectives. Make and fulfill commitments. Establish a pattern of working independence, always intend to fulfill any promise made, prepare for meetings and other tasks.

Trust

Believe that someone or something is reliable, good, honest, and effective. Act responsibly for the safety and care of Premier Bone & Joint Centers' patients. One is able to believe that something relayed by this employee, is true or correct even though you do not have proof of it. One is able to have firm belief in the reliability, truth, ability, or strength of this employee. This is an employee that one would put complete faith in and be confident that the integrity of this employee would guide their actions.

Communication

Communicate effectively, respectfully, and appropriately. Use good judgment as to what to communicate to whom by utilizing the chain of command, as well as the best way to get that accomplished. Speaks in a clear and credible manner, selecting the right tone for the situation and audience. Listen to others and allow them to make their point. Be respectful to feedback and respond accordingly.

Essential Duties and Responsibilities – Accounts Payable

Manage Accounts Payable

Maintain and manage accounts payables; work with vendors and employees responsible for supply orders to ensure timely payment and investments. Receive and answer questions from directors and managers related to activity within their cost centers. Scan, file, and manage accounts payable, credit card, and patient refund information filed electronically for accuracy and legibility.

Manage Credit Card Reconciliation

Coordinate with vendors on their acceptance of corporate credit cards for invoice payment. Manage credit card authorization forms and modify vendor settings in Accounts Payable system to initiate credit card payments. Collect and reconcile receipts for the corporate credit cards and allocate distribution of charges on the cards during process of payment.

Finance

Work on special financial related projects and reports as needed. Create cash deposits; distribute per the Bank Bag Policy. Ability to analyze financial reports. Ability to prepare statistical and narrative accounting reports. Ability to perform mathematical computations accurately and quickly. Knowledge of basic accounting principles.

Essential Duties and Responsibilities – Human Resources

Compensatory Benefits

Identify, evaluate, select, and administer fringe benefits package and other compensatory items.

Employee Files

Ensure that employee files, both present and former files, are maintained as required by state and federal law.

Employee Issues

Address employee issues with physicians, CEO, directors/managers/supervisors, and employees as needed and requested.

Employee Maintenance

Coordinate and/or conduct interviews, tests, hires, promotions, and terminations with employees as appropriate; verify information on employment application forms; arrange for background and reference checks on applicants for employment.

Employee Morale

Promote a high level of employee morale and motivation.

Employee Photographs

Update and maintain photos of current employees within an electronic database.

Employee Privacy

Protect employee privacy and confidentiality in all issues that may arise.

Employee Relations

Determine and recommend employee relation practices necessary to establish a positive employer and employee relationship.

Employment Separation

Perform employment separation interviews and communicate findings to department manager and executive directors.

Employment Status

Ensure that changes in employment status or compensation are communicated to appropriate personnel and records are updated.

Knowledge of Employee Development

Knowledge of the principles and practices of employee development should be sufficient to ensure organizational productivity and effectiveness.

Knowledge of Human Resource Management

Knowledge of human resource management including supervision and staff development.

New Hire Introduction Announcements

Draft and maintain electronic documentation of New Hire Introductions Announcements.

Performance Review Website Assistance

Be familiar with Premier's performance review website, Reviewsnap, to assist the Director of HR with creating job descriptions and activating/troubleshooting performance reviews and serve as backup to the process.

Staffing Knowledge

Knowledge of staffing requirements. Recruit and select qualified personnel; interview and make final selection of personnel; assist directors and managers, make decisions regarding promotions, transfers, and terminations.

Essential Duties and Responsibilities – Administrative Assistant

Marketing

Assist with coordinating PBJC marketing events. Assist with acting as liaison to community organizations, businesses and associations.

Administrative

Special projects and clerical functions for CEO, as needed. Ability to work under pressure.

Shared Duties and Responsibilities

Communication

Maintain an open line of communication with physicians and staff, to promote high employee morale and a professional clinic atmosphere. Handle a variety of matters involving contact with various staff and the public. Communicate effectively and in a timely manner utilizing the appropriate chain of command.

Trend and Development Knowledge

Maintain knowledge of trends and developments in the field by reading appropriate articles, journals, and related material, and by attending seminars, conferences, etc.

Organizational Skills

Skills in organizing work, making assignments, and achieving goals and objectives.

Customer Service

Skill in customer service and working with a variety of people.

Provide Assistance

Provide information and assistance to the Director of Finance, the Director of Human Resources, the Director of Marketing, and CEO as needed.

Professional Development

Participate in professional development activities.

Additional Duties

Performs other duties as directed/required to ensure efficient operations of Premier Bone & Joint Centers.

Interpersonal Skills

Working Relationships

Ability to establish and maintain effective working relationships with physicians, co-workers, and the public that harbor a friendly, yet professional interaction. Demonstrate willingness to readily interact with other staff members and department.

Compassion

Demonstrate compassion and caring in dealing with others, including patients, co-workers, and visitors.

Analyzing Skills

Analyze situations accurately, make decisions to bring a favorable resolution, and take effective action; seek out help when appropriate.

Flexibility & Stressful Situations

Respond with flexibility to changing work load and/or assignments, able to be organized and function under stressful situations.

Other Duties

Perform other duties as directed/required to ensure efficient operations of Premier Bone & Joint Centers.

Multi-Tasking

Ability to multi-task.

Prioritize

Prioritize work activities and handle multiple tasks at once.

Research

Skill in identifying and conducting research to resolve issues.

Personal Growth

Accepts responsibility for own professional growth and personal conduct by seeking knowledge in work specific areas, taking advantage of opportunities at work to observe and vounteer.

Professional Requirements

Data Entry and Typing Skills

Skill in typing and entering detailed data with precision and accuracy.

Personal Judgment

Ability to rely on experience and personal judgment to plan and accomplish tasks.

Knowledge

Computer Systems

Knowledge of computer systems, programs, and applications. Use computer to perform department functions and appropriate communication.

Office Equipment Skills

Skilled with various types of office equipment and ability to utilize correct/safe techniques when operating equipment. Notify a manager of malfunctioning equipment.

Adherence to Facility/Departmental Policy

Confidentiality

Observe confidentiality of information in regards to patients, physicians, and fellow employees; ability to maintain confidentiality under HIPAA standards.

Attendance/Punctuality

Maintain a good attendance record and arrive to work punctually.

Overtime

Able to substantiate overtime, minimize overtime and adjusts hours as needed.

Dress Code/Identification

Follow dress code of department, appear professional when present in the clinic, wear identification while on duty, and communicate name and role to patient appropriately.

Safety & Infection Control Policies

Adhere to safety and infection control policies.

Clean, Neat, Safe Environment

Maintain a clean, neat, and safe environment for patients and staff, including personal work areas.

Education

Degree/Diploma Obtained	Program of Study	Required/Preferred
High School Diploma or Equivalent		Required

Experience

Years of Experience	Required/Preferred
Related Office Experience	Preferred
General Accounting Knowledge	Preferred

Physical Requirements

Action	Description	Frequency
Seeing	Must be able to read reports and use a computer.	Constant
Hearing	Must be able to hear well enough to communicate with physicians, medical staff, administrative staff, and co-workers.	Constant
Speaking	Must be able to verbally communicate with physicians, medical staff, administrative staff, and co-workers.	Constant
Fingering/Grasping	Must be able to write and type.	Constant

Weight Demands

Action	Description	Frequency
Lifting	Must be able to lift up to 25 pounds or less.	Occasionally

Working Conditions

The fast paced nature of this position may lead to increased levels of personal stress.

Environmental Hazards

The fast paced environment may lead to increased levels of personal stress and demand high mental acuity.

Unique Work Schedule/Travel

May be required to work after hours, on weekends, or holidays.

Employee Statement of Understanding

I have read and understand the job description for my position. I am able to perform all of the essential functions of this position.

I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct related to my position. As an employee, I understand my duty to report any suspected violations of the law or the standards of conduct to my immediate supervisor.

As an employee, I will strive to uphold the mission and vision of the organization. All employees are required to adhere to the values in all their interactions with patients, customers, and fellow employees.

Note: This description is intended to describe the general job duties and employment requirements for adequate job performance, and should not be interpreted as an exhaustive report. Additional duties and responsibilities may be assigned at the discretion of the employees' supervisor.