

# Winslow Indian Health Care Center

## Job Vacancy Announcement #WDH-24-11

Closing Date: Open until filled

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**POSITION TITLE: Administrative Assistant**

**DEPARTMENT: Administration**

**Position Summary:**

Under general supervision of the Chief Executive Officer (CEO), performs a variety of secretarial/administrative duties, tasks including technical assistance with certain documents, records, articles, brochures and credentials. Assures that all secretarial/administrative support work is coordinated and accurately completed in a timely manner. Upholds the principles of WIHCC's Vision, Mission, and Value Statements. Maintains confidentiality of all privileged information at all times.

*This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.*

**Essential Duties & Responsibilities:**

- Maintains regular attendance and punctuality.
- Manages calendar by scheduling and organizing, completing priorities and complex activities such as meetings, travel, conferences and activities for the CEO and Chief Operating Officer (COO).
- Provides administrative support of day-to-day activities and operations of the CEO, Executive Team (ET), and Board of Directors (BOD).
- Coordinates scheduling of meetings, conferences, appointments, and travel logistics for CEO, COO, ET, and BOD by complying with GSA, Finance and Procurement guidelines.
- Prepares meeting agendas, contents, managing all meeting logistics and communications, assembles management team and board reports and takes meeting minutes; from draft to final.
- Performs desktop publishing. Creates and develops visual presentations for the CEO and COO.
- Establishes, develops, maintains and updates filing and records system (manual and electronic) for the CEO and departments.
- Retrieves information from files when needed, and follows a records storage and disposition files management plan.
- Organizes and prioritizes large volumes of information and calls.
- Sorts and distributes mail. Opens mail for the CEO and receives and stamps in all incoming correspondence for the Administration Office. Drafts written responses or replies by phone or e-mail when necessary. Responds to regularly occurring requests for information
- Answers phones for CEO and COO; takes messages or fields/answers all routine and non-routine questions.
- Provides a bridge for smooth, trustworthy communication between the Administration office and all departments including Board of Directors.
- Acts as a liaison with other departments and outside agencies, including high-level staff.
- Handles confidential and non-routine information and explains policies when necessary.
- Handling all sensitive and controversial information immediately, including phone calls and visitors, in working with the divisions, departments, legal counsel, Board of Directors, and other professionals including Tribal Leaders and Tribal Health Programs.
- Works independently and within a team on special nonrecurring and ongoing projects.
- Acts as project manager for special projects, at the request of the CEO, which may include: planning and coordinating multiple presentations, disseminating information, coordinating direct mailings, creating brochures, scanning documents for electronic records database.
- Creates and designs general correspondences, memos, charts, tables, graphs, business plans, etc.; proofreads copy for spelling, grammar and layout, making appropriate changes. Responsible for accuracy and clarity of final copy, with corresponding attachments.
- Orders, processes or tracks work orders.
- Prepares appropriate and accurate travel arrangements for CEO, COO, Board of Directors and assists staff members for travel and training issues related to official business
- Prepares documents for reimbursement of travel expenses for CEO, COO, and Board of Directors using the Oracle system.
- Requires completion of tasks or duties assigned by a supervisor; CEO, ACEO or COO.

- Upholds all principles of confidentiality and patient care to the fullest extent.
- Adheres to all professional and ethical behavior standards of the healthcare industry.
- Adheres to WIHCCs Personnel Policies and Procedures, departmental policies, rules, and regulations and Mission, Vision and Values Statements.
- Interacts in an honest, trustworthy and dependable manner with patients, employees, visitors, and vendors.
- Possesses cultural awareness and sensitivity.
- Maintains compliance with all Human Resources and Finance and accreditation requirements.
- Performs other duties as assigned.

**Minimum Qualifications:**

Associates Degree in Business or related field or 60 college credit hours and two years of secretarial or administrative capacity including supporting executive personnel required. Bilingual skills in English and Navajo language preferred. Must maintain a valid unrestricted and insurable driver's license. Must successfully pass a background investigation and maintain suitable requirements for a Child Care position. This position is considered as a Child Care position, which requires a satisfactory background check investigation and is subject to the requirements of the Indian Child Protection and Family Violence Prevention Act, as amended (henceforth referred as the ICPFVP Act).

**Knowledge, Skills, Ability:**

- Knowledge of strong work ethics in the workplace.
- Knowledge of basic application of confidentiality and exhibits a high degree of responsibility for complex, sensitive, and confidential matters with protection of privileged information.
- Knowledge of basic computer skills, e.g. Outlook, Word, Excel, PowerPoint.
- Ability to be dependable in attendance and job performance.
- Ability to meet attendance, overtime (if necessary), and other reliability requirements of the job.
- Ability to accept and learn from feedback.
- Ability to communicate effectively both verbally and in writing.
- Ability to provide exemplary customer service at all times.
- Ability to interact positively with others and possess great interpersonal skills.
- Ability to handle and resolve issues using advanced conflict management skills.
- Ability to multitask and perform well under pressure.
- Ability to have self-confidence.
- Ability to be a great team player.
- Ability to accept and learn from supervisor/peer critique.
- Ability to be flexible and adaptable to the changing needs of the organization.
- Ability to work under the pressure, multitask and meet constant deadlines while maintaining an attention to detail and accuracy.

**Physical Demands:**

While performing the duties of this job, the employee regularly is required to walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand; climb or balance; and stoop, kneel, crouch, or crawl. The employee frequently is required to taste or smell. The employee must occasionally lift and/or move up to 25 pounds.

**Work Environment:**

Work is performed in an office setting or outdoor work environment with a moderate noise level. Work environment may involve exposure to physical risks, such as blood borne pathogens and operating dangerous equipment or working with chemicals. Evening and/or weekend work may be required. Extended hours and irregular shifts may be required.

**As required by P.L. 93-638, absolute preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants.**