



JOB TITLE: EXECUTIVE ASSISTANT
REPORTS TO: Executive Director
DATED: August 2017
EMPLOYMENT STATUS: Non-Exempt

POSITION SUMMARY:

The Executive Assistant (EA) holds a key role in the coordination of KCHC communication processes. He/she must possess business acumen and excellent communication skills. The EA is expected to handle administrative tasks, many of which are highly confidential, as assigned by the leadership team. The EA must be disciplined, organized, adaptable to change, and effectively manage multiple competing priorities. He/she must be a team player with the ability to interact effectively with all staff and providers in a proactive and professional manor. He/she must be able to function successfully under pressure and meet deadlines. The EA must be proactive in anticipating needs for communication, coordination and documentation.

A. ESSENTIAL JOB FUNCTIONS:

Acts as a member of the KCHC Healthcare Team in the provision of health services to individuals, families, and/or their communities. Works collaboratively with patients and their caregivers—to the extent preferred by each patient—as well as with other members of the KCHC Healthcare Team to accomplish shared goals within and across settings to achieve coordinated, high-quality care.

1. Serves as primary administrative support to the leadership team.
2. Efficiently manages all phone, email and in-person communication involving the leadership team and prioritizes requests efficiently.
3. Effectively manages all KCHC meetings, events, catering, invitations and calendars.
4. Develops/designs PowerPoint presentation materials as requested.
5. Serves as the primary in-house printer of documents, forms, business cards, presentations and other projects as requested.
6. Takes minutes at the majority of clinic meetings and distributes them appropriately.
7. Manages and maintains all the KCHC administrative files.
8. Coordinates all KCHC staff and visitor travel logistics including temporary housing accommodations, flights, ground transportation and staff vehicles.
9. Processes all travel requisitions and reimbursements.
10. Assists with scheduling, planning and coordination of medical or clinical student/resident visits and/or rotations.
11. Maintains “key” distribution records.
12. Administrative Duties
13. Prepares daily bank deposit, from incoming insurance payments and payments made at Customer Service (Front Desk). Maintains Daily Deposit Logs and forwards all logs to CLC for processing and records maintenance.



14. Coordinates all staff and Board of Director (BOD) committee processes and communication as requested.
15. Serves as primary point of contact for the KCHC BOD; coordinates BOD meetings and maintains all BOD documents.
16. Coordinates in conjunction with HR Director all KCHC staff and visitor travel logistics including temporary housing accommodations, flights and ground transportation as needed.
17. Assists ED in conjunction with HR Director with scheduling, planning and coordination of all medical student/resident visits and/or rotations.
18. Performs other duties as assigned.

B. MISSION STATEMENT

Our Mission is: *To provide high quality, comprehensive primary and preventive health care services.*

Employee upholds and supports our mission statement by demonstrating the Employee Behavior Expectations as outlined below.

C. EMPLOYEE BEHAVIORAL EXPECTATIONS

KCHC is a place where kindness and respect are our guiding principles. The following behaviors demonstrate our commitment to honoring those principles in our everyday work lives.

As a KCHC employee, I pledge to:

1. Appearance:

- a. Maintain a professional personal appearance and abide by the dress code at all times while working for and representing KCHC
- b. Demonstrate a positive affect

2. Attitude:

- a. Acknowledge clients, and maintain appropriate eye contact
- b. Always be welcoming, kind, courteous, respectful and helpful to clients and co-workers alike
- c. Express gratitude often

3. Respect:

- a. Always treat patients as if they were treasured family members
- b. Always treat colleagues in a respectful manner
- c. Celebrate and respect diversity in culture, life style, points of view, and belief systems

4. Ownership/Accountability:

- a. Act as a member of the KCHC Healthcare Team in the provision of health services to individuals, families, and/or their communities. Work collaboratively with patients and their caregivers—to the extent preferred by each patient—as well as with other members of the KCHC Healthcare Team to accomplish shared goals within and across settings to achieve coordinated, high-quality care.
- b. Act as an ambassador representing KCHC
- c. Anticipate and consistently exceed customer/patient needs and expectations
- d. Understand and willingly accept all appropriate job responsibilities
- e. Demonstrate a proactive, positive approach to problem solving



5. Communication:

- a. Always acknowledge patients and their family members using their preferred names
- b. Keep patients and their families fully informed throughout their visit
- c. Always maintain patient confidentiality and respect patient and co-worker privacy
- d. Utilize kind and respectful telephone and email communication
- e. Demonstrate positive and proactive communication skills including active listening.
- f. To speak respectfully, complain rarely, and actively participate in finding solutions that benefit everyone involved!
- g. Recognize and celebrate random acts of kindness

D. ESSENTIAL JOB QUALIFICATIONS

1. **Education:** High school diploma/GED required. Associates/bachelor's degree highly preferred.
2. **Experience:** Three years previous business office, health care (hospital, clinic or physician's office) experience preferred. Must possess excellent communication, computer and customer service skills.
3. **Licensure/Certification:** None.
4. **Other Qualifications:**
 - a. Communication:
 - Ability to effectively communicate, verbally and in writing, with all levels of staff personnel.
 - b. Collaboration:
 - Team-oriented and able to work collaboratively with staff.
 - Strong problem-solving and time-management skills.
 - Ability to work independently in a fast-paced, medical office environment with frequent interruptions, public contact, and occasional crisis situations.
 - Ability to maintain strict confidentiality with sensitive medical information and foster an ethical work environment.
 - Ability and willingness to carry out responsibilities in accordance with the organization's policies and applicable laws.
 - c. Cultural Competence:
 - Demonstrates complete understanding and responds effectively with sensitivity to special populations served by KCHC. Special populations include, but are not limited to, those defined by race, ethnicity, language, age, sex, sexual orientation, economic standing, disability status, migrant, homelessness, seasonal workers, and the uninsured.
5. **Attendance:** Regular attendance and punctuality is expected and required.
6. **English Language:** Must be able to read, write, and speak English.



IN AN 8 HOUR WORKDAY, THIS JOB REQUIRES:

C	=	Continually	(5½ to 8 hours per day)
F	=	Frequently	(2½ to 5½ hours per day)
O	=	Occasionally	(½ to 2½ hours per day)
R	=	Rarely	(less than ½ hours per day)
N	=	Never	(0 hours per day)

I. LIFTING/CARRYING (Amount of force exerted to lift and/or carry)	
1 – 10 lbs.	C
11 – 20 lbs.	C
21 – 35 lbs.	O
36 – 50 lbs.	N
51 – 75 lbs.	N
76 – 100 lbs.	N

II. PUSHING/PULLING (Amount of force exerted to push and/or pull)	
1 – 10 lbs.	C
11 – 20 lbs.	F
21 – 35 lbs.	N
36 – 50 lbs.	N
51 – 75 lbs.	N
76 – 100 lbs. *	N

* If over 100 lbs.: must have assisting personnel and appropriate moving equipment.

III. POSTURES/MOVEMENTS	
Sitting	C
Standing	F
Walking	R
Stooping, kneeling, crouching and/or crawling	O
Reaching and/or grasping	O
Hand/finger dexterity	C
Climbing and/or balancing	N
Carrying, pushing and/or pulling	F

I. COGNITIVE/SENSITIVE	
Talking	C
Hearing	C
Sight (addendum: acuity, color blindness)	C
Smelling/tasting	N

II. WORK ENVIRONMENT	
Working inside	C
Walking outside	N
Changing temperatures	N
Wet/Humid Conditions	N
Areas of dust, odors, mist, gases or other airborne matter	R
Mechanical, electrical and/or other hazards	N
Confined spaces	N

III. OTHER ASPECTS	
Biohazardous Materials (Always follow Universal Precautions)	N
Chemicals	N

IV. Special Equipment/Clothing	
Personal Protective Equipment	N

The above is intended to describe the general content of, and requirements for, the performance of this job. It is not intended to be construed as an exhaustive statement of duties, responsibilities or requirements.



This Job Description reflects Kodiak Community Health Center’s best effort to describe the essential functions and qualifications of the job described. It is not an exhaustive statement of all the duties, responsibilities or qualifications of the job. This document is not intended to exclude an opportunity for modifications consistent with providing reasonable accommodation. This is not intended to be a contract.

Your signature below indicates that you have read this job description and fully understand your essential job functions, essential job qualifications, and your agreement to comply with all Employee Behavioral Expectations.

Employee Printed Name: _____ Date: _____

Employee Signature: _____

Supervisor Printed Name: _____ Date: _____

Supervisor Signature: _____