

QUALITY CARE PARTNERS JOB DESCRIPTION

JOB TITLE: Administrative/Financial Assistant (Non-Exempt)

POSITION SUMMARY:

Responsible for assisting leadership with daily activities and projects. Handles sensitive corporate data and must always maintain a high level of professionalism and confidentiality. Conveys a positive image of the company.

RESPONSIBILITIES:

- Attends internal meetings as assigned. Records minutes of meetings, drafts agenda and prepares meeting packets. Maintains documents and files for the meetings.
- Provides backup to Executive Assistant as needed.
- Provides backup to Department Assistants including but not limited to: answering phones, mailings, requesting clinical records, calling for charges, special mailings, etc.
- Provides support to leadership team.
- Responsible for basic accounting tasks in QuickBooks Online (QBO) and tracking customer payments, transactions, etc.
- Provide administrative support for Office Managers meetings as directed by Provider Relations.
- Arranges appointments, meetings and conferences as requested by leadership team.
- Maintains confidentiality on all matters concerning company policies and practices.
- Assists leadership with special projects, maintaining logs, reports, surveys and mailings as requested.
- Responsible for ADPs Workforce Now Timecard System which includes but is not limited to: Maintaining time sheets, edits, and time sheet approval for payroll input on biweekly basis.
- Responsible for reviewing employee PTO requests and maintaining vacation calendar.
- Receives and verifies monthly travel reimbursement requests for staff and forwards to appropriate manager for approval.
- Responsible to open all checks, create a listing and subtotal of all checks on a weekly basis and give to the Director of Office & Personnel Management for processing.
- Orders and maintains adequate office and janitorial supplies working within controls of not over supplying.
- Opens, sorts, and distributes incoming mail for managers as assigned.
- Assists QCP staff as requested and completes other duties as assigned.

REQUIRED QUALIFICATIONS:

- Minimum of four years of administrative experience, human resources, finance, insurance, customer service in medical industry preferred.
- Associate degree in Business and/or Healthcare Administration or health related field, communications degree preferred.
- Advanced computer literacy and the ability to master computer programs (e.g., Microsoft online products, Canva, Quickbooks online, etc.) used for this work. Experience with Quickbooks Online preferred. Flexibility and professionalism a must.

DEMONSTRATE QCP VALUES:

The values of Quality Care Partners are demonstrated on a daily basis and reflected through job duties and responsibilities as evidenced by:

- **Caring:** Seek to listen, understand and respond to our customers' needs with care; Communicate with co-workers and customers with positivity and empathy; Be good stewards of QCP resources.
- **Excellence:** Strive to exceed, not just meet expectations; Always deliver services with accuracy and efficiency; Recognize and utilize your strengths and the strengths of others.
- **Improvement:** Bring new ideas to create positive change and solutions; Be open to the ideas and suggestions of others; Be an advocate to continuously improve QCP.
- **Accountability:** Take ownership for your daily decisions; Stay focused on your job and eliminate distractions while at work; Demonstrate QCP values in everything you do.

TRAITS AND APTITUDES:

- Knowledge of organizational policies, procedures and systems.
- Knowledge of office management techniques and practices.
- Knowledge of healthcare administration practices.
- Knowledge of computer systems, operating systems, word processing, spreadsheets, databases, hardware and multi-line phone system.
- Knowledge of how to operate and troubleshoot equipment.
- Knowledge of basic arithmetic to make calculations, balance and reconcile figures, and make changes accurately.
- Knowledge of customer service concepts.
- Skill in verbal and written communication.
- Skill in gathering and reporting information
- Skill in examining documents for correctness and interpreting their accuracy.
- Skill in establishing and maintaining effective working relationships.
- Ability to establish and maintain effective working relationships with other employees and the public.
- Ability to work under pressure, communicate and present information.
- Ability to read, interpret, and apply practice policies and procedures.
- Ability to handle multiple projects simultaneously and set priorities.
- Ability to be a team player with effective interpersonal skills.
- Ability to solve problems and work independently.

PHYSICAL DEMANDS AND WORK CONDITIONS:

The physical demands 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.

- Must have excellent written and verbal communication skills as well as the ability to observe, assess, guide and evaluate others.
- Must be able to hear, speak, and see and to coordinate motor skills.
- Must be able to climb, lift 25 pounds, stoop and bend and reach above head.
- Ability to collect data, interpret findings, set priorities and carry out established plan.
- Ability to read, write and utilize manual and computerized systems of documentation.
- Must read a significant amount of information in a relatively short period of time.

EEO STATEMENT:

Quality Care Partners is an equal opportunity employer that is committed to inclusion and diversity. We take affirmative action to ensure equal opportunity for all applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, Veteran status, or other legally protected characteristics.

REPORTING RELATIONSHIPS:

Position Reports to: Director of Office & Personnel Management