



10,000 years in our Traditional Homeland, Prince William Sound, the Copper River Delta, and the Gulf of Alaska

Ilanka Community Health Center Operations Assistant

Team: ICHC Administration
Reports to: ICHC Operations Director
FLSA Status: Non-Exempt

Salary Range: \$24.00-\$30.00 per hour/DOE
Schedule: Regular, Full Time
Last Revised: January 2023

The Operations Assistant is part of the administration team and provides general operational support through a variety of tasks. While not typically working with external customers or patients, this position is responsible for providing excellent internal customer service.

RESPONSIBILITIES / DUTIES

- Provides general, administrative support needed to ensure effective clinic operations.
- Processes staff timesheets and PTO requests.
- Oversees posting of Facebook, Newspaper and Radio advertising.
- Ensures new employees have necessary office supplies and equipment at start of employment.
- Maintains office supply inventory including IT equipment such as laptops, monitors, etc.
- Schedules office equipment maintenance when necessary.
- Processes invoices by entering them into electronic Accounts Payable system.
- Manages monthly processes such as Building Safety Checks and Key Log updates.
- Pulls standard reports for departments as needed.
- Follows all policies and procedures and participates in risk management and quality assurance - quality improvement processes.
- Must comply with federal laws and regulations as required by the Health Insurance Portability and Accountability Act (HIPAA) and HITECH.
- Participates in community-wide health care activities such as health fairs as well as NVE hosted events which may be outside regular hours.
- Other duties as assigned.

KNOWLEDGE AND ABILITIES

- Knowledge of modern office practices such as filing and email etiquette.
- Comfortable using office equipment, computers, and job-related software programs.
- Ability to follow instructions, organize multiple priorities and meet deadlines with accurate work and minimal supervision.
- Shows initiative and resourcefulness in managing tasks, as well as showing flexibility during change.
- Able to maintain a clean, professional appearance with business casual attire.
- Supports and facilitates positive interaction with others as evidenced by professional maturity, respect for others and a team-centered approach.
- Able to pass a background check, which includes fingerprinting.



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EDUCATION AND EXPERIENCE

- High school diploma or equivalent required.
- Experience in office setting preferred.
- Understanding of health insurance processes helpful.
- Willingness to receive on the job training, attend online training for skill development and/or be willing and able to travel for training, if needed.

LICENSES AND CERTIFICATIONS

- BLS or CPR Pro recommended.
- Current Alaska Drivers' License required.

WORK ENVIRONMENT

- Majority of work will be completed in an office setting which may be within a primary care clinic.
- Work is usually sedentary, however, there may be some walking; standing; bending; carrying of items up to 30 pounds, such as copy paper, books, or small parts; or driving an automobile.
- Must be able to read, write, speak, and hear.
- The environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, requiring use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals.
- Usual tasks do not involve exposure to blood, body fluid, or tissues but job has potential for mucous membrane or skin contact exposure to blood, fluids, or tissue. Use of personal protective equipment (PPE), when appropriate, is required.

DISCLAIMER

NVE has the right to assign or reassign duties and responsibilities to this job at any time. By signing below, I acknowledge receipt of this job description.

Employee Signature

Date