



Office Administrator

Position Description

Position: Office Administrator **Date:** 09.10.20
Reports To: Operations Senior Manager **FLSA Status:** Non-Exempt
Supervision: None **Pay Type:** Salary
Hours: 1.0 FTE

Approved By: Joan Watson-Patko, Executive Director

Date _____

1. Primary Purpose

The Office Administrator ensures the efficient day-to-day functioning of OPCA's office and is responsible for the upkeep, configuration, and reliable operation of the organization's information systems. Works with the Finance and Operations Senior Director, the Operations Senior Manager, the Human Resources Manager and the Accounting Specialist as part of the Operations Team to administer and maintain internal system functionalities including organizational goal accomplishment, office-wide information systems, internal operations projects, and overall office management. This is a confidential position. This position works closely with the entire OPCA staff to create an effective and efficient organization with an organizational culture that is aligned with OPCA values.

2. Essential Duties and Responsibilities (~80% of time)

Office Administration: Coordinates and runs the day-to-day functions of the office:

- Daily office tasks include, but are not limited to, answering multi-line phones, greeting visitors, opening, and distributing mail, processing office invoices, and arranging common spaces. Maintain OPCA's calendar of events and posts open positions for CHCs.
- Processes Accounts Payable (AP) checks, ensures check requests have been approved, submits checks to Executive Director for signature, disburses and mails checks once signed. Manages and prepares bank deposits and makes weekly bank trips to deliver deposits.
- Manages procurement and inventory of equipment, furniture, office supplies, and business cards and stationery.
- Serves as primary coordinator for all shared systems, including shared contacts, distribution lists, cloud-based platforms, and all related written administrative procedures. Supports critical improvements around document storage.
- Works in tandem with Finance and Operations Senior Director and Operations Senior Manager on office-wide maintenance, improvements, and space planning to ensure optimal

effectiveness of the work environment. Serves as primary contact for all office and building matters including, but not limited to maintenance issues, inspections, and back-up systems. Supports office moves as needed.

- Maintains the appearance and functionality of the office space, includes setting up new hires with workspace, laptops, and phones.
- Provides office orientation for all new employees, including employee introductions, office tour, and a review of OPCA's office operations to support a welcoming onboarding process.
- Serves as OPCA's Fire Marshall. Schedules randomized fire drills and practice evacuations to ensure employee safety.
- Provides logistical support for internal staff meetings and retreats, including scheduling, minute-taking, venue selection, coordinating meals and snacks, creating handouts or packets, and other tasks as requested.
- Facilitates weekly stand-up meetings. Works in tandem with Operation Sr. Manager on writing and distributing the bi-weekly internal administrative newsletter. Partners with OPCA staff and members of the Senior Leadership Team to plan for and facilitate monthly all staff meetings.
- Manages the telephone and voicemail systems requiring technical telecommunications, programming, and patch panel knowledge. Oversees maintenance for copier, projectors, and conference room equipment.
- Works with Operations Sr. Manager to administer cloud-based information systems such as Adobe, Amazon Business, GoToMeeting, VoIP, and Zoom. Includes troubleshooting and communication with vendors; hardware and software needs, including installation, as needed.
- Provides training for staff on OPCA operations, tools, and system to ensure consistent application and ease of use.
- Provides back up technical support for webinars and conference lines.
- Supports Finance & Operations Senior Director and Operations Senior Manager with OPCA's risk management and compliance work.

Administrative Support

- Provide administrative support for the leadership team, finance & operations team, and OPCA staff. Includes but not limited to, scheduling both internal and external meetings, assist with project support when needed, note taking, sending out agendas, action items and notes, create spreadsheets, surveys and other documents, post information to the organization's website.
- Ensure the confidentiality of privileged information both internally and externally
- Digital and physical records management, including filing and scanning of documents, and updating databases.
- Supports the Human Resources Manager with:
 - Processing and reconciling benefit carrier invoices and reports
 - Running benefit calculation forms
 - Administering Small Improvement evaluation cycles
- Works collaboratively with OPCA employees and contractors to ensure OPCA's Joomla website is technically up to date. Supports structural hierarchy, maintains CHC contacts & jobs postings, and updates internal operations webpages.

Special Projects

- Scope, manage and implement special projects as needed within OPCA, seeking internal and/or external guidance when appropriate.

3. Essential Strategic & Leadership Responsibilities (~10% of time)

- May be involved with one or more internal OPCA committees.
- May provide administrative backup to the Executive Assistant and for Board meetings

4. Other Duties and Responsibilities (~10% of time)

- Conducts individual administrative duties (e.g. scheduling, time sheets, internal organization communications, etc.)
- Develops and maintains relationships with the CHC member community in order to provide excellent customer service to OPCA members, partners and funders.
- Perform other administrative tasks and projects as assigned.

5. Knowledge, Skills, and Abilities

- Ability to anticipate needs and manage time effectively.
- Ability to utilize backwards planning for scheduling and event needs.
- Highly organized, strong project management skills, and excellent attention to detail. Ability to work independently, prioritize tasks and work on multiple projects.
- Demonstrated excellence in internal and external customer service.
- Flexibility with strong analytical and problem-solving skills.
- Diplomatic and sensitive to maintaining confidentialities, as appropriate.
- Strong computer skills, including proficiency with Outlook, Word, Excel, Power Point, etc.
- Excellent written/oral communication skills, both informal and formal communications, including listening, speaking, and writing.
- Ability to work well in a professional yet fun team environment, including respect for different styles and personalities, enthusiasm for collaboration, communication, and celebration.
- Effectively represent OPCA with vendors and contractors.

6. Minimum Qualifications and Experience

- Generally, requires an Associates or Bachelor's degree and/or 3-5 years' experience or equivalent education.
- Must be bondable.
- Fluency in written and spoken English required.

7. Preferred Qualifications and Experience

- Office Management experience
- Experience managing administrative portals for cloud-based platforms such as Adobe, Amazon Business, GoToMeeting, VoIP, and Zoom.
- Proficiency with MS Office, O365, MS Teams and SharePoint
- Experience with website CMS (specifically Joomla), CRM and project management platforms
- Understanding of HIPAA rules and regulations (*OPCA is not yet a HIPAA environment*)

8. Specific Job Attributes

- **Job Complexity:** Administrative position that works on assignments that are routine in nature, requiring limited judgment. Requires reading, writing and basic mathematics as well

as entry-level skills specific to the position. Understands and follows written or oral instructions.

- **Impact:** Errors are confined to a portion of the activities within a department and are usually found through quality maintenance and overall review.
- **Degree of Work Direction & Project Management:** Work is performed in accordance with established procedures or specific instructions. Some routine decisions are made; work is checked. Contributes to team objectives and outcomes as guided.
- **Degree of Confidentiality:** Some work required will be confidential in nature. The confidential employee is one whose duties normally require access to confidential information.
- **Responsibilities as a Team Member:** Participates in and supports projects. Makes decisions within known boundaries. Contributes to measurable team and/or organizational objectives. Supports the leadership team in meeting organizational goals and strategic plans. Frequently solves problems, under various sorts of constraints and trains OPCA staff in the use of systems within their work area.
- **Internal & External Contacts & Communication:** Internal contacts are generally to obtain or discuss data pertinent to a specific assignment. External contacts are of a limited and routine nature.
- **Leadership & Supervision of Others:** Responsible for own work only. May provide mentorship on area of expertise.
- **Innovation & Quality Improvement:** Continuously improves individual work processes through suggestions and best practices from other organizations. Leads improvement in systems administration and may develop innovative programs in area of expertise to improve OPCA value.
- **Responsibility for Administrative Work:** Responsible for general office administration including but not limited to handling mail, bank deposits, office supplies, phone/door coverage, management of general OPCA contact lists, etc. May seek administrative support for team and program needs from program specialists and coordinators, based on needs and priorities for the organization and availability of team resources.
- **Budgetary & Fiscal Responsibility:** Responsible to support separation of duties for financial processes, such as receiving checks, making and documenting deposits, etc. Responsible for following financial policies and procedures for any organizational expenditures, purchases or reimbursements.

9. Travel Required

- In-state travel may be required for this position. Must possess valid Oregon driver license and provide proof of insurance and annual Motor Vehicle Record if using own vehicle, or if renting, must be insurable. Must be able to drive a motor vehicle safely and use a seat belt when in operation. Mileage and travel expenses are reimbursed per OPCA policy.

10. Work Environment

- OPCA is a team-oriented organization; a tight-knit group of professionals committed to both the mission and to enjoying their jobs. Respectful interpersonal relationships, a fun team dynamic, and a passion for advancing the cause of community health clinics are equally critical components of the work environment.

- As a subject matter expert, employees are expected to partner as needed for communications & marketing needs to develop messages, objectives and/or communications tools to reach OPCA's members and other target audiences.
- Duties will generally be performed in the OPCA office.

11. Physical Demands

- 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. While performing the duties of this job, the employee is regularly required to sit behind and use a computer, talk, hear, be able to operate general office equipment, and lift and move up to 40 lbs. This individual is also required to stand, walk, and reach during events.

Statement of OPCA Practices: OPCA is committed to continuous internal quality improvement practices. We work in a fast moving, ever changing environment in which management and staff strive to create constantly improving quality. OPCA is a smoke free, drug free workplace. We are an equal opportunity employer. We do not discriminate on the basis of race, religion, color, gender, age, sexual orientation, national origin or disability. OPCA expects employees to be culturally competent, with the ability to interact positively with people who do not look like, talk like, think like, believe like, act like, and live like they do.

General Statement: Oregon Primary Care Association (OPCA) is a private, 501(c)(3)-membership organization of Oregon’s “safety-net” primary care providers. Our mission is to lead the transformation of primary care to achieve health equity for all. Our membership primarily includes the federally qualified Community Health Centers (CHCs) and Look-Alikes as well as Rural Health Clinics, Indian Health Centers, and community clinics with similar missions and governance.

REQUIRED SIGNATURES

I acknowledge that I have reviewed the above job description and understand my job responsibilities and requirements.

Employee _____ Date _____

Supervisor _____ Date _____

****Changes must go through HR Manager for standardization and Finance & Operations Senior Director for review.***