Job Title: Administrative Assistant	**Reports To:** SNF Administrator/AL Executive Director
Job Classification:	
FLSA Status:	**Revised Date:** April 2024

POSITION SUMMARY

The Administrative Assistant will handle all general Facility/Community administrative tasks, such as directing communications between colleagues, Residents/Tenants, and families. This position handles confidential employee and Resident/Tenant information and must be able maintain that information in a professional manner.

GENERAL JOB DUTIES

- All employees are responsible for a basic knowledge of the employee handbook, along with the mission and vision of the Facility/Community and must conduct themselves with behavior that supports these values.
- All employees understand the safety and well-being of both the residents/tenants and staff members is the number one priority of their Facility/Community.
- All employees are responsible for making the most of their working time and reach maximum potential by being on time for appointments, checking voicemails/emails as appropriate and completing deadlines in a timely manner.
- All employees are expected to escalate issues as necessary.
- All employees will specifically be trained on their job duties, however; other mandatory trainings may be deemed appropriate by leadership for one or all members of the team.
- Other projects and/or duties as assigned.

ESSENTIAL JOB FUNCTIONS

- Operate the facility/community telephone system, answer calls, route calls appropriately, and operate the facility/community paging system.
- Maintain accurate lists of emergency telephone numbers, reference telephone numbers, personnel telephone numbers, and medical staff telephone numbers.
- Receive, sort, and distribute mail accurately and timely.
- Handle all correspondence assigned.
- Attend, take minutes, and keep records of all facility/community CQI, Safety, and In-Service meetings.
- Maintain an accurate resident/tenant census by resident/tenant name and room number.
- Handle invoices received by the facility/community and send with appropriate documentation in a timely manner to the Healthcare of Iowa office.
- Follow the proper procedure that has been developed for tracking Worker's Compensation situation ensuring that the documentation and follow-up are complete.
- Work with the SNF Administrator/AL Executive Director in maintaining payroll information, updates, and transmission to the Healthcare of Iowa office.
- Interact with residents/tenants or residents'/tenants' representatives and direct them to appropriate individuals.
- Present Residents/Tenants Rights and Advanced Directives information to residents/tenants and/or responsible parties.

- Work with facility/community SNF Administrator/Executive Director and Director of Nursing in coordinating and completing all admissions and ensuring that all agreements and necessary documents are signed by the resident/tenant and/or responsible person.
- Work confidentially and cooperatively with all facility/community department supervisors and administration. This includes confidential maintenance of personnel files (including medical, personal, arid legal).
- Maintain the confidentiality of all facility/community matters especially as they relate to employees', residents'/tenants', and financial information.
- Handle emergency situations in a calm, effective manner.
- Observe all facility/community safety policies and procedures including working responsibly to ensure personal safety.
- Comprehend and follow all OSHA, State, and Federal policies and regulations.
- The use of personal vehicle for approved work related tasks will be reimbursed for mileage at a pre-determined rate.
- Accept and perform additional duties as assigned by the Executive Director in a cooperative manner.

EDUCATION & EXPERIENCE REQUIREMENTS

- High school diploma or equivalent.
- 1-2 years in an administrative office setting or healthcare setting preferred.

REQUIRED SKILLS

- Ability to follow verbal and written instructions.
- Ability to type and operate Microsoft 365.
- Communicate effectively on the telephone, via e-mail, and in person with Facility/Community staff and Residents/Tenants.
- Ability to handle confidential staff and Resident/Tenant information on a regular basis.

PHYSICAL REQUIREMENTS

- Ability to lift up to 25 pounds. This position requires regular movements such as: grasping, kneeling, reaching, repetitive movement, standing, and stooping.
- An individual in this position may be exposed to: inside environmental conditions, physical chemical, or respiratory hazards.
- An individual in this position may be exposed to Bloodborne Pathogens.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

EQUAL EMPLOYMENT OPPORTUNITY

At your Facility/Community, we understand that every employee is different in his or her own way. We do not discriminate in employment on the basis of race, color, religion, sex, national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, retaliation, military status, or other non-merit factors. The Facility/Community is a proud Equal Opportunity workplace.

By signing below, I am certifying that I am qualified for this position (as described above) and capable of performing the general and essential functions of the position. I agree that this Job Description has reasonable expectations and that this is in no way, shape, or form a contract of employment. By signing this document, there is no guarantee of continued employment as the State of Iowa and Nebraska mandates at-will employment.

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FACILITY/COMMUNITY NAME

_____ _____

EMPLOYEE SIGNATURE DATE

_____

PRINT EMPLOYEE NAME

_____ _____

SUPERVISOR SIGNATURE DATE

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PRINT SUPERVISOR NAME