



## **Administrative Assistant**

Employee Name:

1.0 FTE, Non-Exempt, Benefit eligible

Reports to: Executive Director

Effective Date:

### **Scope of Position:**

The Administrative Assistant plays a critical role in helping Lumina Hospice & Palliative Care (Lumina) deliver its mission of providing compassionate care and support to those facing end of life, by supporting the administrative and operational needs of the Board of Directors, Executive Director, and Leadership Team.

### **Qualifications:**

The Administrative Assistant must be a self-motivated, problem-solving, detail-oriented individual who is prepared to find creative solutions through independent and collaborative work. Their qualifications should also include the following:

1. Commitment to serving the needs of the terminally ill.
2. Minimum Associate degree in business, communications, project management, health care, computer science or related field OR combination of equivalent work experience and education required.
3. Medical office experience preferred.
4. Must have a minimum of two years of experience in an administrative support role or the equivalent in education and/or experience.
5. Advanced skills in Microsoft Office suite, Excel, Adobe, PowerPoint, and SharePoint.
6. Experience with data analysis.
7. Ability to learn and troubleshoot electronic software; experience with electronic medical record software strongly preferred.
8. Ability to answer multi-line telephone courteously and efficiently in a backup capacity.
9. Experience working with technical support staff and executive staff strongly preferred.
10. Project management skills preferred.
11. Strong organizational and planning skills required.
12. Excellent oral and written communication skills required.
13. Proficient at taking minutes of meetings.
14. Demonstrated attention to detail and accuracy in work assignments.
15. Ability to work both independently and as a member of a team.
16. Demonstrated ability to adhere to confidentiality requirements.

### **Essential Functions (including but not limited to):**

- Collaborates closely with the Executive Director, and other Leadership for support needs.
- Systems administration for Matrix Care (Lumina's electronic medical record).
- Helps onboard new employees to Lumina technology and software as directed and remove employee system access as directed.
- Works closely with Operations on administration, software and operational process improvement projects.
- Provides cross coverage to members of the admin team as needed.
- Provides administrative and project management support to the Executive Director. Including filing, printing, errands, contract support, document creation, and research.

- Supports Outreach and Donor Relations Coordinator in donor relations, stewardship, and tracking through mailings, database management, and major gifts program administration.
- Supports QAPI in data collection and compilation, board QAPI packet.
- Supports Lumina bereavement outreach efforts by managing production and mailing of bereavement materials; assisting with scheduling of bereavement appointments; creating charts and donor records for community bereaved; preparing the list of deceased for monthly staff meetings, creating monthly call lists for bereavement staff, and assisting with other outreach mailings as assigned.
- Understands and adheres to all Lumina policies and procedures contained in the Lumina Employee Handbook.
- Assists in planning organization-wide meetings and events as needed.
- Assists with data entry in multiple areas of operations.
- Provides administrative support to the Leadership team as requested for short- and long-term projects.
- Serves as the primary administrative support to the Executive Director
- Creates Board documents, including Dashboards, Board Packets, and agendas. Take minutes at Board meetings and committee meetings as needed.
- Contributes to communication, a positive work environment, and team effort.
- Understands and adheres to Lumina Privacy Policy; Lumina Abuse of Vulnerable Persons Policy; and all policies and procedures contained in the Lumina Employee Handbook.
- Performs other duties as assigned.

**Working conditions and special requirements:**

- Working hours generally fall between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday in the office, although occasional other hours on evenings and weekends may be required.
- Ability to concentrate in a work environment with many distractions and changing priority needs.
- Physical, intellectual, and emotional capability to perform all essential functions of position. Accommodation for disabilities will be made whenever possible unless such accommodations would create an undue hardship for Lumina.
- Person must have a current Oregon driver’s license and acceptable driving record, with full access to an insured vehicle for work with expectation of moderate driving, including occasional night driving.
- Maintain an eligible driving record throughout employment.

**Evaluation:**

In conjunction with the Operations Director, the Executive Director provides regular informal feedback, written evaluations at three and six months and annually thereafter.

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Name

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Date

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Supervisor

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Date