



POSITION: ADMINISTRATIVE ASSISTANT
SUPERVISOR: CEO
SUPERVISES: Receptionist
STATUS: Exempt position
BENEFITS: Yes (see current Benefits Summary)

QUALIFICATIONS/REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be required to enable individuals with disabilities to perform the essential duties/functions.

1. B.A. in business administration, management or closely related field preferred or minimum 1 year experience in the IID/Human Services field preferred.
2. Extensive knowledge of ICF/IID, State General Fund, Standards preferred.
3. Five years' administrative experience to include computer skills, organizational skills and project management.
4. Extensive knowledge of modern office practices, procedures, principles of business and general organization. Must be detail oriented.
5. Must exercise stringent high levels of confidentiality, diplomacy, and tact.
6. Must pass CCHSP clearance, drug screening with negative results and have/maintain a clear driving record/history.
7. *Full vaccination against COVID is now required of all employees.*

RESPONSIBILITY SUMMARY:

The Administrative Assistant (AA) provides coordination and direction by implementing administrative systems, procedures, policies and administrative projects for completion. The Administrative Assistant is responsible for maintaining business licenses, including facility. AA will monitor operator licensing and nursing licenses, vehicle insurance policies (AA initiates, maintains, and coordinates claim information), and others as needed by the agency. The position requires exercise of confidentiality with independent judgment and action to provide administrative information at an executive level in the organization.

ESSENTIAL DUTIES and RESPONSIBILITIES:

1. Provides administrative support to CEO:
 - + attends meetings with CEO and takes minutes of such when required. Meetings may be out of the regular work schedule (8am to 5 pm);
 - + makes all complete and necessary travel arrangements for CEO as required;
 - + provides a comprehensive report to the CEO on a semi-annual basis;
 - + monitors issues requiring follow up action by administrative staff and assists the CEO in assuring all follow-up actions are completed in a timely fashion;
 - + maintains a pending file for all unfinished or outstanding requests or actions requested by the CEO;
 - + makes necessary arrangements for SMEM Board of Directors meetings, Executive Committee meetings, Finance Committee, Board of Directors meetings, SMEM senior management meetings, QIC and other meetings as requested by the CEO; attends and records minutes of meetings;

- + secures signatures from SMEM Board of Directors as needed;
 - + researches documents/information for correspondence to SMEM Board of Directors as requested by the CEO.
2. Organizes and maintains all corporate and administrative files:
- + develops correspondence for regulatory agencies, Board of Directors or membership organizations;
 - + researches and assembles documents, files, correspondence and/or reference material upon which administrative decisions may be based;
 - + register Corporate status with Secretary of State electronically;
 - + coordinates and maintains agency documentation for CEO, as requested.
3. Administers and oversees the processing of documents for SMEM's participation in the N.M. Medicaid program including, but not limited to;
- + coordinates with realtor and/or building contractors when purchasing or remodeling participant homes as requested by the CEO;
 - + prepares, submits, and maintains all required documentation for operation of new licensed facilities;
 - + coordinates, submits and maintains application to Licensing and Certification for operator's license for new and existing facilities on a timely basis;
 - + submits Provider Participation Application to Medical Assistance for provider numbers for new and existing facilities;
 - + secures and maintains files on all owned homes, i.e. loan documents, closing documents, title insurance, etc. responsible for all compliance and/or requirements in these documents;
 - + maintains up-to-date files for all applications, surveys, licenses and related documents for ICF/IID operations;
 - + maintains up-to-date files for all program contract provider agreements;
 - + responsible for application and compliance with all administrative requirements in provider agreements/contracts including but not limited to insurance requirements, needed documentation, response to outcome measurements, etc.
4. Supervises receptionist:
- + manages the workflow activities and duties of front desk receptionist;
 - + gives productive direction and feedback; evaluates performance; provides guidance and support
 - + resolves issues and disputes.
5. Maintains SMEM Policy Manual:
- + coordinates required actions as indicated by QIC committee as policies are developed;
 - + proposes changes to policies as recommended by the committee for review and signature by the CEO;
 - + responsible for all policies and procedures regarding participant rights, including revisions and distribution to all staff as required;
 - + prepares and distributes SMEM Policy and Procedures to central electronic files for each manager and residential facility access, including revisions as necessary;
 - + maintains schedule for updating policies as required and informs CEO for revisions;
 - + formats, numbers, and edits updated policies and maintains official signed policies on agency network/electronic files.
6. Santa Maria El Mirador Corporate Organizational Focus:
- + sends out thank-you letters for high dollar donations;

Administrative Assistant

- + provides information/referrals;
 - + arranging disposition of donated equipment;
 - + provides annual report information;
 - + obtains information from other agencies in New Mexico, compiles directory;
 - + annual Santa Maria El Mirador affiliate certification;
 - + interact with CVS Pharmacy and others in fundraising activities.
7. Serves as a member of the Senior Management Team:
 - + supports CEO in scheduling SMT meetings;
 - + maintains records of meetings;
 - + takes minutes and follows up with the CEO to assure continuity of communication for agendas, minutes and action items.
 8. Serves as a member of QIC:
 - + supports CEO in scheduling QIC meetings;
 - + takes minutes and maintains QIC reports and documents provided to the QIC;
 - + provides follow up to CEO, i.e. action items.
 9. Coordinates all required documents for all transportation/vehicle accidents at SMEM:
 - + prepares and compiles all necessary documents including transportation policy requirements, police reports, insurance claims, etc.
 10. Works in collaboration with all other departments.
 11. Works in collaboration with the accounting department by logging all donations received:
 - + ensures deposits are prepared and deposited on a timely basis and serves as back-up as needed or requested for the completion of all SMEM donation deposits;
 - + acknowledges donations in writing via letter;
 - + coordinates and monitors agency efforts with The Food Depot.
 12. Works on special projects as assigned.
 13. Other duties as assigned.
 14. Contribute to team efforts:
 - + accomplish related results as needed.

LANGUAGE SKILLS:

Ability to communicate in English clearly and accurately, utilizing reading and writing skills; ability to conduct effective meetings and prepare follow-up documentation; ability to conduct oral presentations.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, decimals and percentages.

REASONING ABILITY:

Ability to use good judgment and work with little supervision; ability to define problems, establish facts, draw valid conclusions and implement recommendations in constructive manner.

Ability to maintain confidentiality at all times, including the ability to recognize situations in which confidentiality is required.

OTHER SKILLS AND ABILITIES:

Administrative Assistant

Knowledge of all federal and state regulations and guidelines pertaining to operation of programs serving individuals with developmental disabilities.

Ability to get along with participants, co-workers and supervisors; foster team interaction; and juggle multiple tasks, deadlines, and demands.

Ability to exhibit professionalism, tact, and patience when communicating with employees at all levels and components in the organization, participants and the public.

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 duties.

Work is generally performed in varied settings (office, residential, community, etc.), involving face-to-face communication, training and modeling with co-workers, participants and the public.

Employee must be alert at all times while on duty.

Travel/Driving is required to perform on-site reviews and to attend meetings/trainings held off-site. Coordinating and setting up meeting refreshment/food may be required.

While performing the duties of this job, the employee is regularly required to walk, stand, sit, use hands and fingers, handle or feel objects, tools or controls. The employee is occasionally required to stand, reach with hands and arms, stoop, kneel, or crouch. The employee must frequently lift and/or move up to 20 pounds and occasionally lift and/or move up to 50 pounds.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

Environmental stress may occur.

Work will require the use of computers on a daily basis, with exposure to video display terminals and some repetitive motion associated with data entry and the use of a computer mouse.

The noise level in the work environment is usually quiet to moderate, depending on the assigned location.

*I certify that I have received a job description for the position of **Administrative Assistant**. I meet the requirements and am able to perform the essential duties and responsibilities, meet the physical requirements of the position, and satisfy the expectation for regular attendance. After having read the job description, I was given a chance to ask questions of my supervisor concerning my duties. I understand that the job description lists general categories of duties and not always the specific duties I may encounter while working as an Administrative Assistant.*

Employee Signature

12/00, 1/01, 5/05, 3/06, 7/07, 10/08, 2/17, 1/22

Date

Administrative Assistant