

Rural Health Network of South Central New York (RHNSCNY)

Position Description

Revised May 2024

Position: Administrative Assistant

Classification: Non-exempt position subject to the provisions of the Fair Labor Standards Act.

Position Type and Schedule: Regular, full time 35 hours per week. The Administrative Assistant is expected to work during the agency business hours of 8:00am to 4:00pm Monday to Friday, with a 1-hour lunch break. Flexibility is required to attend Board of Directors meetings. There may be occasional need to work above 35 hours.

Salary/Pay Range: \$19.75 - \$22.00 per hr. Overtime begins at 40 hours.

Benefits: Eligible benefits include 10 paid holidays annually, paid vacation and sick time, employee health insurance, dental and vision plan available, retirement plan, life insurance, Employee Assistance Program.

Reports to: Executive Director

General Duties and Responsibilities: The Administrative Assistant plays a crucial role in ensuring the smooth functioning of office operations. The position provides administrative support to the Executive Director, Finance Director, and the organization at large. The effectiveness of this position helps Rural Health Network achieve its mission.

Supervisory Responsibilities: None

Specific Responsibilities: The responsibilities of the Administrative Assistant include, but are not limited to, the following:

1. Office Operations:

- Serves as the primary receptionist by providing excellent, timely and appropriate customer service to all customers (individuals, organizations, Board of Directors, staff, etc.) contacting and interacting with the agency.
- Maintains agency-wide office supplies, equipment, and facilities, ensuring a clean and organized workspace. This includes being the lead liaison for agency level contractors and vendors.
- Maintains office technology including computers, printers, telephone system, e-fax, software licenses, and other equipment, ensuring they are operational.
- Helps troubleshoot computer issues and serves as the primary point of contact for outsourced IT support.
- Provides training and support to staff members on the use of office technology tools.
- Processes mail, including checks and cash received.
- Updates and distributes the staff directory as needed.
- Manages agency-wide subscriptions to external membership organizations, including registrations for their events.
- Maintains digital and physical organizational records to ensure compliance with legal and regulatory requirements.

- Coordinates Leadership Team, Staff and Board of Directors meetings using Google Calendar and Zoom. Maintains the agency calendar for room reservations.

2. Human Resources:

- Recruitment: Assists in job postings, application tracking, scheduling interviews and communicating with candidates.
- Onboarding: Coordinates new hire paperwork, IT accounts and equipment, and assists in scheduling the first day of work to coincide with orientation.
- Orientation: Completes agency orientation with new hires, AmeriCorps members and interns. Provides information on organizational policies, procedures, and culture.
- Exiting: Coordinates the offboarding processes, including exit interviews, return of company property, and updating employee records.
- Records: Maintains physical human resources records for staff and interns.

3. Board of Directors Support:

- Maintains all electronic and physical board of directors related files.
- Schedules, coordinates, and attends board meetings. Takes accurate minutes.
- Manages the board portal via the agency website, ensuring documents are uploaded in a timely manner, and board members have secure access.

4. Finance:

- Serves as Minority and Women Owned Business Enterprises (MWBE) representative for New York State government grants/contracts.
- Assists with banking tasks as needed.
- Mails checks and scans respective Expense Authorizations.
- Updates Expense Authorization and Travel Expense forms as needed.
- Assists with providing supporting documents during annual audit.
- Assists with business insurance renewals.

5. **Serves as a member of the RHNSCNY staff team** and seeks ways to continuously improve and support the work of the agency. Identifies and initiates effective ways to support, integrate and/or apply all agency services to provide the maximum benefit to those served.

Work Environment and Conditions:

- **Location:** 455 Court St. Binghamton NY 13904
- **Physical Demands:** Work is performed in an office environment and requires the ability to operate standard office equipment. Must have the ability to lift and carry boxes and other items, to walk short distances, and drive a vehicle to deliver and pick up materials.
- **Travel:** Less than 10%. Requires valid Driver's License and use of private vehicle for work-related purposes. Mileage is reimbursable at the IRS rate.

Minimum Qualifications:

- Strong organizational and communication skills.
- Proficiency in Microsoft Office and Google Workspace.
- Basic computer troubleshooting skills.
- Ability to learn and manage computer and internet-based applications/programs.
- Self-starter with the ability to work independently.
- Flexible and able to adapt to change in protocol and/or procedures.

Minimum Education and Experience: Associates degree with exceptional skills and two or more years of relevant experience.