



POSITION DESCRIPTION

Audiology Administrative Assistant

REPORTS TO:	Program Manager
LOCATION:	Albuquerque Area Indian Health Board, Albuquerque, NM (Onsite)
FLSA STATUS:	Non-Exempt (Full-Time)
SALARY RANGE:	\$32,500- 55,000 (\$15.63 – 26.44 Hourly) DOE
BENEFITS:	Annual, Sick Leave and Holiday Pay; Health, Dental, Life, Vision Insurance, and 403(b) Retirement Plan.

DESCRIPTION

Provides administrative support to Audiology program through a variety of clerical tasks related to organization, coordination, and communication. Responds to confidential and time sensitive materials accurately and with a focus on patient care. Works closely with administrative team to provide support and to ensure efficient operation of the organization.

DUTIES AND RESPONSIBILITIES

- First point of contact for general inquiries, walk-in audiology patients, and minor hearing aid repairs.
- Coordinates program correspondence including mailing reports and letters from Audiologists to patients, forwarding messages from patients to Audiologists and/or Health Technicians, etc.
- Data entry and file maintenance of patient information in charts.
- Checks in hearing aids, maintains log in database and coordinates with various hearing aid vendors to receive hearing aids in a timely manner, then distributes hearing aids to audiology personnel.
- Prepares shipments of hearing aids to hearing aid manufacturers daily. Sends hearing aids to clinics or patients using certified mail.
- Aids Health Care Technicians with daily tasks when they are out of the office.
- Monitors and organizes office supply inventory, orders department supplies and prepares and processes purchase requisitions.
- Creates and modifies documents using MS Office software, Word, and Excel.
- Coordinates monthly Audiology Program staff meeting.
- Cross trained in AAIHB Administrative Assistant tasks to provide support to administrative team when needed.
- Coordinates leave with all staff to ensure adequate office coverage.
- Performs other duties and related tasks as assigned.

KNOWLEDGE REQUIREMENTS:

- Strong customer service skills and ability to maintain patient confidentiality.

- Proficiency in oral and written communications.
- Ability to organize time, multitask, and make good judgements.
- Able to balance conflicting priorities, manage workflow, ensure the completion of essential projects, and meet critical deadlines.
- Proficiency in the use of software programs such as MS Word, Access, PowerPoint, Excel, and internet.
- Strong sense of teamwork and dedication to community.
- Knowledge and/or experience working with American Indian communities and cultures with respect and cultural sensitivity.

QUALIFICATIONS:

- High School Diploma or GED.
- Minimum of 3 years administrative experience.
- Willingness to be cross trained in other departments to meet program needs.
- Completion of background investigation is required as condition of employment.
- Complete HIPPA certification within 30 days.

WORK CONDITIONS/PHYSICAL REQUIREMENTS:

- Requires sedentary computer work most of the time, with some light physical activity to accomplish other tasks. Can require exerting up to 20 pounds of force and/or up to 10 pounds of force to move objects.
- Operate standard office equipment and multi-line telephone.
- Drive company-leased vehicle for company related business.
- Noise level is usually minimal.

PREFERENCE:

Qualified American Indian applicants will be given preference in accordance with the exemption provided under Title VII of the Civil Rights Act of 1964.

TO APPLY FOR THIS POSITION:

Send CV/Resume, list of three professional references, and cover letter that includes salary requirement to jstus@aaihb.org or regular mail to: Joy Stus, Human Resource Manager, Albuquerque Area Indian Health Board, Inc., 7001 Prospect Place, NE, Albuquerque, NM 87110. No phone calls.

For best consideration submit application by February 24, 2023.