

**Community Health Centers of Arkansas, Inc.
Arkansas Primary Care Association**

*"To equip, unify, and advocate for an innovative network
that provides exceptional health care to all."*

POSITION: Administrative Manager

GENERAL JOB DESCRIPTION: The Administrative Manager is the central support to the senior leadership and CHCA staff for the organization's administration. This position coordinates, facilitates, and negotiates the general administrative functions of the organization.

The Administrative Manager assists in maintaining databases, arranges and coordinates meetings and events, reviews operating practices and makes/implements improvements where necessary, and negotiates global pricing for CHCA and its members.

This position will implement and maintain filing and record-keeping systems, monitor, and maintain office supply inventory, handle customer and stakeholder inquiries and complaints, review operating practices and implement procedural and policy changes as directed to improve operational efficiencies.

This position also interfaces with the HR and accounting divisions. This is through staff onboarding and managing corporate compliance. The Administrative Manager will also participate in specific duties related to the accounting division's segregation of duties processes.

CHCA requires all staff members to work collaboratively and independently.

CHCA is a non-profit organization established in 1985 to expand access to affordable quality care in Arkansas and create a unified voice for CHCs and their patients. CHCA further supports its member CHCs through training, technical assistance, and education.

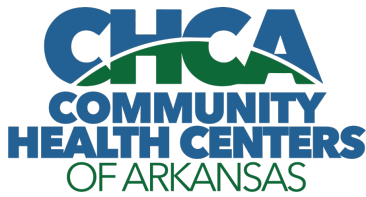
SUPERVISED BY: Chief Financial Officer (with responsibilities to Chief Operations Officer and Chief Quality and Informatics Officer)

SUPERVISORY RESPONSIBILITIES:

- None

RESPONSIBILITIES (include but are not limited to):

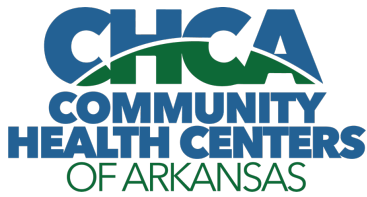
- Document Maintenance
 - Responsible for maintenance of legal/contract files
 - Provide SharePoint duties as needed
- Event Coordination and Planning
 - Provide planning, coordination for CHCA Conferences, with responsibility for all related contract negotiations, and other duties as needed
 - Coordinate event registration for CHCA training events
- Executive Staff and Staff Support
 - Assists in the coordination of travel, meeting, and event arrangements for CHCA staff and conference/training speakers as needed
 - Assist with administrative function for the Executive Staff as needed



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- Office Maintenance
 - Design, implement, and/or maintain various filing systems as needed (i.e., accounts payable, and contracts)
 - Maintain office supply inventory and reordering frequency
 - Maintain office key and distribution
 - Maintain office equipment inventory and alarm system codes and distribution
 - Develop and maintain various listings (i.e., contact, phone, staff, and email listings)
- Inventory Maintenance
 - Maintain inventory of CHCA supplies and develop and perform reordering processes
- Staff Support
 - Provide high-level administrative support for Chief Operations Officer, Chief Financial Officer, and Chief Quality and Informatics Officer
 - Assist in new hire orientation and onboarding
 - Receive, log, and distribute all incoming mail
 - Serve as backup for the transmittal of CHCA Federal Grants
 - Assist in the distribution of CHCA communications
 - Collaborate with other CHCA staff in compiling grant applications
 - Serve as recorder in CHCA staff meetings
 - Lead/Staff assigned CHCA internal teams or CHC networks
 - Assist staff with proofing internal/external items before distribution
- Customer Service
 - Receive and route phone calls that come into the office
 - Serve as a welcoming presence for visitors to CHCA
- HR/Finance
 - Reconcile bank deposits and deposit slips on bank statements as defined in financial policies and procedures.
- Group Purchasing Activities
 - Serves as a key negotiator for various global and individual contracts for CHCA and member CHCs
 - Serve as liaison for problem-solving between CHC purchasers and group purchasing organizations (GPO)
- Professional Development
 - Participate in professional associations
 - Attend trainings/conferences as needed in and out of state
- Perform other duties as assigned



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QUALIFICATIONS:

Education:

- Associate degree OR equivalent combination of education, training, and experience.

Experience:

- Two+ years of experience in customer services

KNOWLEDGE/SKILLS/ABILITIES:

- Associate degree or higher
- Knowledge providing administrative support
- Knowledge of standard office administrative practices and procedures
- Strong general research skills
- Superior problem-analysis and problem-solving skills
- Competence to build and effectively manage interpersonal relationships at all levels (i.e., community leaders, media, state and federal agencies, non-profit groups, etc.)
- Excellent planning/organization skills
- Strong oral and written communication skills
- Strong interpersonal skills
- Computer proficiency (Microsoft Suite)
- Ability to work independently as well as function as a team member

BENEFITS:

- CHCA offers company-paid health, dental, and life insurance.
- CHCA also offers paid annual, sick, and holiday leave.
- A retirement plan is provided with a company match.