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## **Job Description**

### **Administrative Assistant- Posting Department**

#### **Purpose:**

Perform secretarial duties using specific knowledge of hospital, and clinic, procedures. Duties may include opening and organizing mail, sorting, and scanning medical correspondence, and special projects.

#### **Education:**

**High School Diploma (or GED or High School Equivalence Certificate)**

#### **Tasks**

- Operate office equipment, such as word processing, spreadsheet, or other software applications to prepare reports, invoices, financial statements, and letters
- Sort & Scan Office Correspondence
- Sort & Scan Incoming Checks
- Support all departments within Tyvan
- Sort & Scan Explanation of Benefits
- Perform various clerical or administrative functions as assigned by department Team Lead, Officers/Directors of Tyvan

#### **Knowledge:**

**Customer and Personal Service** - Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

**English Language** - Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

**Clerical** - Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography, and transcription, designing forms, and other office procedures and terminology.

**Administration and Management** - Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

#### **Skills:**

##### **Basic Skills**

- **Active Learning** - Understanding the implications of new information for both current and future problem-solving and decision-making.
- **Active Listening** - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Critical Thinking** - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

- **Learning Strategies** - Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- **Mathematics** - Using mathematics to solve problems.
- **Monitoring** - Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- **Reading Comprehension** - Understanding written sentences and paragraphs in work related documents.
- **Science** - Using scientific rules and methods to solve problems.
- **Speaking** - Talking to others to convey information effectively.
- **Writing** - Communicating effectively in writing as appropriate for the needs of the audience.

### **Social Skills**

- **Coordination** - Adjusting actions in relation to others' actions.
- **Instructing** - Teaching others how to do something.
- **Negotiation** - Bringing others together and trying to reconcile differences.
- **Persuasion** - Persuading others to change their minds or behavior.
- **Service Orientation** - Actively looking for ways to help people.
- **Social Perceptiveness** - Being aware of others' reactions and understanding why they react as they do.

### **Complex Problem-Solving Skills**

- **Complex Problem Solving** - Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

### **Resource Management Skills**

- **Time Management** - Managing one's own time.

Job Type: Full-time