

**March 1, 2018**

**JOB TITLE: OFFICE MANAGER  
GENESEE HEALTH PLAN**

**Job Summary**

Under the general supervision of the Director of Operations, this full-time position will provide support to the Director of Operations for Genesee Health Plan (GHP). This position handles details of a highly confidential and critical nature.

This position is located at the Genesee Health Plan Office.

**Principal Duties and Responsibilities**

- Manages and maintains director's schedule, appointments and travel arrangements via electronic calendar.
- Handles a wide variety of situations involving the administrative function of the office. Responsible for confidential and time-sensitive material.
- Communicates and interacts with internal staff at all levels.
- Prepares a wide range of reports and other documents, using word processing, spreadsheet, database or presentation software, as directed.
- Reviews and approves all employee PTO requests in accordance with Attendance and Punctuality guidelines
- This position will be cross-trained in Accounts Payable to assist with payables and serve as back up.
- Assists with the hiring process, including updating job postings, job descriptions, ensuring postings are up to date on Health Plans' websites
- Maintains GHP's office supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies.
- Monitors external/internal communications, addresses communications in an expeditious manner and brings critical issues to the immediate attention of Director of Operations.
- Prepares and edits correspondence, communications, presentations, and other documents. using Microsoft Office products, PowerPoint and Publisher software.
- Communicates and handles incoming and outgoing electronic communications (including telephone, e-mail and fax communications).
- Coordinates security coverage with contracted security agency keeping Director of Operations abreast of any security performance issues.
- Coordinates internship opportunities with Team Leads and universities in conjunction with IT/Training Coordinator.
- Maintains and arranges files and contracts according to an established system.
- Maintains building maintenance requirement log ensuring timely completion of building requests with Building Coordinator and leasing organization.

## ***OFFICE MANAGER GENESEE HEALTH PLAN***

- Initiates and follows-up on high-level contacts of a complex nature internally and externally, as directed.
- Monthly billing and other required data entry into grant management data systems.
- Responsible for all aspects of scheduling and arranging meetings, including scheduling appointments, sending notifications, room set-up (food and beverage planning including set-up and teardown), printing of all materials, preparing and sending agenda and other meeting materials.
- Prepares monthly billing of contracted GHP staff hours for services provided for BHP and SHP counties.
- Provides support for GHP advisory committees and task force meetings.
- Records, transcribes and distributes minutes of meetings.
- Coordinate new hire process/orientation with Training Coordinator and Payroll Benefit Specialist.
- Ensures operation of office equipment by ensuring Building Coordinator completes preventive maintenance requirements; calls for repairs; maintains office equipment inventories; evaluates new equipment and techniques
- Documents activity into DataWeb, the Health Plan's electronic database system, as required.
- Participates in orientation, training sessions and staff meetings, as directed.
- Assures compliance with the Health Insurance Portability and Accountability Act (HIPAA) rules to maintain confidentiality of member's health and personal information.
- Maintains effective and quality interpersonal relationships with board members, Health Plan members, their family members, physicians, and co-workers.
- Attends Health Plan-related meetings, as requested.
- Provides backup support and assistance to Administrative Assistant to President and CEO as needed.
- Makes suggestions to better facilitate and/or improve administrative processes.
- Exercises judgment within generally defined practices and policies in selecting methods and techniques for obtaining solutions.
- Performs other duties, as assigned.

### **Minimum Qualifications**

- Must have an Associate's Degree in Business Administration, or other related field. Bachelor's Degree preferred, but not required.
- Must have at least three years of relevant office and administrative assistant experience providing support at a high level.
- Knowledge of standard office administrative practices and clerical procedures and office systems, such as word processing, electronic scheduling, file and record management, minute taking and transcription, designing forms and other office procedures and terminology required.
- Excellent written and verbal communication skills.
  - Must demonstrate knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar.

## ***OFFICE MANAGER GENESEE HEALTH PLAN***

- Must demonstrate ability to maintain confidentiality with access to any GHP confidential information both internally and externally.
- Knowledge of principles and processes for providing customer and personal services required. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Must have excellent organizational and planning skills, with attention to detail and accuracy and problem-solving skills.
- Proven ability to multitask and work in a fast-paced environment.
- Proficient computer skills and in-depth knowledge of relevant software, including Word, PowerPoint, Publisher and Microsoft Excel.
- Expertise in the use of social media, including website design/maintenance and Facebook required.
- Ability to work independently and in a team environment. Experience working with culturally diverse populations.
- Good listening skills, non-judgmental, flexible and ability to deal with complex situations.
- Willing to work a flexible schedule (evenings and weekends) and travel to various locations throughout Genesee Counties.
- Valid driver's license and proof of automobile insurance.

### **Physical Requirements**

This position involves sitting most of the time and/or being mobile or standing for brief periods. Additional requirements include the ability to move objects according to the following weight and frequency: generally, 10 pounds of force up to one third of the time.