

Quality Personal Home Care Services, LLC



POSITION: Administrative Assistant-Part-Time

REPORTS TO: Office Manager/Care Manager/CEO

JOB SUMMARY:

The **Administrative Assistant** is responsible for maintaining the client and caregiver relationship. The person in this position helps to provide the “best in homecare” experience for clients and employees. Ensures that all referrals and inquiries are received and recorded in an accurate and detailed manner. Performs various activities for scheduling appropriate caregivers to clients. Also, this position always maintains a positive demeanor and multitasks in a high functioning office environment.

EDUCATIONAL REQUIREMENTS:

- High school graduate or equivalent with at least two years of business experience.
- Has 2-3 years of experience in scheduling and supporting caregivers.
- Has working knowledge of Microsoft Office and computer skills.
- Has excellent interpersonal relations abilities and excellent telephone skills.
- Has knowledge of common medical terminology.
- Has proficient skills to promote excellent client relationship and customer service.
- Has excellent oral and written communication as well as presentation skills.
- Has people skills and the ability to network with people and other agencies.
- Has excellent organizational and time management skills.

ESSENTIAL FUNCTIONS:

- Advocates for the vision, mission, and values of this agency.
- Serves as liaison between employees and Office Manager.
- Schedules and coordinates day to day work activities of caregivers.
- Organizes and keeps the filing system for clients and caregivers.
- Responds promptly and courteously to all calls and takes accurate messages.
- Maintains integrity in every interaction with caregivers, clients, and others.
- Assists with sales, marketing, and public relations efforts.
- Communicates continually with clients and care to evaluate service.
- Serves as a team player within an office environment.
- Answers phone calls; takes inquiries utilizing good telephone techniques.
- Assists with documentation and updating employee record to keep current and complete.
- Solves problems and makes decisions in a fast-paced environment.
- Relates to clients, families, and caregivers to help meet their needs.
- Serves as a caregiver in case of staffing shortage or emergency.
- Participates in regular meetings for updates and discussions.
- Helps with office work and other duties as needed to ensure day-to-day operation.

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ACKNOWLEDGEMENT:

I have read and fully understand the terms of this Job Description. I agree to comply with the terms, conditions, and responsibilities stated above.

Employee Name

Position

Employee Signature

Date

Supervisor Signature

Date

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of employees.