PROGRAM ASSISTANT
30 HOURS A WEEK
MONDAY - FRIDAY, 9 MONTHS
HEALTH AND COUNSELING CENTER
HIRING RANGE: $13.52 TO $14.31 PER HOUR

Applications will be reviewed beginning July 22, 2014. The position will be open and applications accepted until filled.

FUNCTION:
Reporting to the Director of Health Services and in collaboration with other staff in the department, provides day-to-day operations including administrative and budgetary support, assistance in the supervision of student employees and backup receptionist services for the Health and Counseling Center.

RESPONSIBILITIES AND RELATED DUTIES
1. Provide day-to-day administrative support for Health Center operations, including support for the Director of Health Services.
   a) Maintain a working knowledge of Health and Counseling Center policies and procedures.
   b) Coordinate office work flow, maintaining positive communications with other department staff to maintain efficiency within the department.
   c) Assist Director in supervision of front desk staff.
   d) Coordinate calendars for staff members and schedule appointments upon request; schedule and assist on and off campus visitors.
   e) Provide administrative support for departmental and assigned committee meetings, including agendas and minutes.
   f) Provide administrative support for departmental events.
   g) Compile and maintain organized files of records, reports and correspondence, both electronic and hard copy as necessary.
   h) Transmit correspondence via mail, email, electronic medical record, and/or fax.
   i) Enter statistical patient data into computer database (Excel, Datatel) system.
   j) Maintain and update office forms and documents.
   k) Order and maintain office supplies.
   l) Request and monitor facility work orders using Megamation program.
   m) Work with Information Systems to create reports and develop programs.
2. Work with the Health Center Director to provide administrative support for supervising student employees.
   a) Assist Director in hiring process of student employees; monitor timecards and other duties as assigned.
   b) Coordinate with student employment and financial aid all requirements for student employee wages.
3. Provide budgetary support
   a) Maintain accurate records for the Health Center budget and prepare expenditure requests.
   b) Prepare monthly budget reports.
   c) Reconcile and process purchasing card logs for staff and the Director.
   d) Monitor department accounts payable and receivable.
   e) Evaluate budgetary impact for each staff member’s spending.
   f) Make purchasing decisions providing budgetary implications.
   g) Maintain and reconcile petty cash.
4. Provide backup receptionist services.
5. Provide exceptional customer service as a member of the Health Center team
6. Use routine office equipment including telephone/voice mail, fax, copier, and necessary computer equipment and software.
7. Employ general professional skills including critical thinking, good time management, self-direction, organizational skills; and professional dress, appearance, demeanor and conduct.

8. Other duties as assigned.

QUALIFICATIONS, SKILLS AND ABILITIES:

- High school graduate or GED required.
- A minimum of three years of closely related work experience in a confidential, service-oriented, computerized work environment (previous university experience desirable).
- Medical office experience desirable.
- Familiarity with medical and insurance billing terminology desirable.
- Experience working with budgets.
- CPR/AED/1st Aid certification or willingness to acquire training within the first month of employment required.
- Competence and proficiency in using Microsoft Office products, including Outlook, Word, Excel, and Publisher.
- Demonstrated ability working with confidential records and maintaining patient confidentiality.
- High level of personal integrity and professionalism.
- Strong interpersonal skills, including the ability to work successfully with others in a collaborative office environment and as a member of a team.
- Demonstrated strong oral and written communication skills and an excellent grasp of grammar and punctuation.
- Demonstrated strong organizational skills and a willingness and ability to learn new tasks.
- Ability to work independently and to take action while completing detailed work with speed and accuracy in a fast paced environment with multiple interruptions.
- The ability to relate to students, university personnel, and the public in a warm and considerate manner
- A personal commitment to the Christian faith.
- Demonstrated awareness and commitment to effectively establishing relationships and positive communications across multiple dimensions of diversity including, but not limited to race, gender, physical limitations, class or religious perspectives.
- An active commitment to equal opportunity for all persons.
- A commitment to the educational mission of Whitworth University as a Christian liberal arts university affiliated with the Presbyterian church.
- The physical ability to lift up to 25 lbs. as well as bending, stooping, kneeling for the purpose of mailing projects and office inventory maintenance with or without accommodation.
- Background check and post-offer physical required.

APPLICATION PROCESS:
The following documents are required to complete the online application form:

1) A letter of interest that relates your education and experience to the qualifications of the position and includes a note confirming your interest in this position at our posted hiring range

2) Résumé

3) The names, addresses, telephone numbers and email addresses of three academic/professional references

4) A one-page document describing your personal commitment to the Christian faith

Whitworth complies with all federal, state, and local nondiscrimination laws that are applicable to religious nonprofit institutions and does not engage in unlawful discrimination on the basis of race, color, national origin, age, sex, or disability. With our commitment to building a diverse community, the university encourages applications from populations underrepresented at Whitworth including members of racial/ethnic communities, women, and persons with disabilities.