



Eastern Band of Cherokee Indians

Job Description

Position ID Number: 215-3725-001	Last Revised: 5/18/2016
Position Title: Administrative Assistant	Department: WIC
Reports to: WIC Manager	Division: Public Health & Human Services

Primary Function: Performs various clerical and related administrative duties in support of the WIC Program daily operations, programs, and special events. Maintains specified records, files, and logs to ensure accurate reporting of program activities in accordance to USD local and state guidelines.

- Job Duties and Responsibilities:**
- Receives administrative calls and administrative visitors to the office referring them to the appropriate staff.
 - Provides answers to inquires from data contained in files and records when appropriate.
 - Maintains supervisor's calendar entering appointment data regarding fixed meetings, appointments, and conferences for WIC program; and notifies appropriate staff.
 - Coordinates the MUNIS financial software systems for the program.
 - Prepares financial reports of the department.
 - Prepares special reports for department (i.e., State WIC Plan, tribal finance office, federal) as required.
 - Maintains files and coordinates purchasing of supplies and equipment.
 - Prepares all purchase orders for program.
 - Prepares and submits program staff time sheets and payroll data.
 - Maintains employee personnel files in regards to leave, training received, and all required personnel information.
 - Coordinates and schedules travel for departmental staff.
 - Performs various administrative duties such as word processing, filing, data entry, taking minutes at meetings and record keeping.
 - Provides training to WIC vendors and their staff at annual training and upon request (i.e., cashier training).
 - Collects and submits annual contracts and semi-annual price list.
 - Assists WIC program manager in preparation and monitoring of budget and expenditures.
 - Client and vendor complaint acknowledgement and handling.
 - Performs job duties according to established safety guidelines and tribal policies.
 - In the event of a public health emergency, may be reassigned duties as needed for the duration of the event.
 - Performs other duties as assigned.

Education /Experience: An Associate's degree in Business or the equivalent combination of education, related experience, and training in a related field. Three years work in an office, management or clerical position required. Position will require six months to become proficient in most phases of the job. Must possess a valid NC Driver's license.

- Job Knowledge:**
- Must be knowledgeable of the fiscal requirements, policies, and procedures of federal, state, and tribal programs.
 - Requires thorough knowledge of the WIC (USDA) guidelines, rules, and regulations.
 - Requires knowledge of the business use of computer hardware and software to ensure the

effectiveness and quality of the processing and presentation of financial data.

- Must have basic knowledge of accounting procedures and practices.
- Requires the ability to maintain various financial records and files.
- Must have good communications skills, both written and verbal.
- Deals effectively with the public, communicates effectively both verbally and in writing, follows instructions, and work as a member of a group or independently.
- Knowledge and understanding of FI's and the ability to issue and document within the LDE system is required.
- Must have thorough knowledge of grammatical skills in order to prepare routine reports, articles, correspondence, legal documents, contracts and Memorandum of Agreements.
- Must have knowledge and ability to use scales (adult and child) and measuring boards, and Hemocue.
- Must have knowledge of Cherokee culture and tribal operations.

Complexity of Duties:

This position is responsible for assisting in maximizing the available resources to develop and maintain the WIC program that best meets the constantly changing needs of the community. Must have the ability to interpret policy, laws, and regulations in order to make decisions when a precedent is not available. At times may be dealing with individuals who are highly agitated, emotional, or out of touch with reality. Deals with tasks which are complex, varied, and range from routine operations to financial planning, analysis of circumstances, and problem solving; scheduling which requires independent thinking, judgment, and initiative. Follows procedures and guidelines as directed by the WIC Manager. Must be able to follow instructions and work independently.

Contact with Others:

Interacts frequently with coworkers, clinic staff, clients, federal, state and tribal agencies and other health professionals for the purpose of exchanging information, obtaining, or providing assistance. Serves on various local, community, and health committees, boards and advisory councils, as appropriate. Tact, courtesy, and professional conduct are required to maintain positive working relationships. Utmost sensitivity and confidentiality is required when dealing with clients and families.

Confidential Data:

All WIC data is considered highly confidential and strict adherence to all applicable tribal confidentiality policies, procedures and guidelines is required, including but not limited to Indian Health Service regulations on Privacy, 42 CFR, HIPPA, Code of Conduct, and any applicable industry standards. Improper handling of confidential information could result in damage to client relations, professional reputation, and credibility of the program. Has access to all client files, and individual health record information, which are considered confidential and privileged.

Mental /Visual /Physical Effort:

Close attention to detail and mental concentration are required while performing duties. Is subject to frequent interruptions requiring varied responses, which can cause distractions. Physical effort required to perform the job includes sitting, standing, walking, reaching with arms, bending, manual dexterity, visual acuity, and the ability to speak and hear. Requires the ability to lift 10 pounds. Requires the analytical ability to evaluate theoretical as well as practical applications. Requires the ability to abstract thought and switch rapidly to concentrate problem solving skills.

Environment:

Works in both office and clinical environments, with the potential, at times, of exposure to contagious disease and infection. Must adhere to OSHA universal precautions to maintain a safe work environment. May be required to work holidays, weekends, or other times when administrative leave is granted in order to ensure optimal client care. In the event of a public health emergency, may be reassigned duties as needed for the duration of the event.

**Supervision
Received:**

Works under the general guidance of the WIC Manager where goals, objectives, policies, and procedures are well defined. Works independently within WIC regulations where latitude for creative thinking, initiative and discretion are given to achieve department goals and objectives.

**Responsibility for
Accuracy:**

Most errors would be detected with proofing and review procedures. Failure to properly manage and direct activities could result in ill will for the department, delays in client treatment, and negative client and community relations. Ineffective health planning could have adverse effects on the health status of the community by limiting access to necessary resources. Accuracy of data and research is critical in the allocation of tribal resources. Responsible for the adherence to policy and procedure. Inappropriate actions or inaccuracies in judgment could result in improper intervention, serious liability for the tribe, or more serious health risks to clients.