



Administrative Assistant - Care Center

"To glorify God by providing a continuum of care and services that demonstrates the love and compassion of Jesus Christ."

Position Summary: Resthaven, a faith-based, non-profit senior living organization dedicated to quality care and holistic well-being, seeks an experienced Administrative Assistant. This role will handle a variety of administrative tasks including managing the front desk area, support for admissions and referral management, support to the clinical team, and general clerical duties.

Key Responsibilities:

- 1. Front Desk Management and Customer Service:** Ensuring that the front entry area is neat and maintained; coffee station is stocked; answering and routing phone calls; greeting, wayfinding and guidance to visitors; and resident mail sorting. Managing customer complaints or issues and escalating them when necessary.
- 2. Clinical Team Support:** Packet creation for tours, admissions, CHF, transports, and discharges; scanning and uploading documents to the EMR; managing and routing electronic faxing; printing hospital transfer packets; and data entry into the EMR
- 3. Referral Management:** Weekend and evening tours, reviewing hospital referrals, making bed offers, completing insurance authorizations. Data entry into CRM system.
- 4. Support to Managers and Teams:** Helping with the preparation, tracking, and follow-up of tasks related to specific projects or initiatives. Survey preparedness audits as assigned.
- 5. Confidentiality and Privacy:** Handling sensitive or confidential information with discretion and ensuring data security. Keeping accurate records while ensuring that confidential or private data is appropriately handled.

Qualifications:

- **Education:** Associates preferred.
- **Experience:** 3 or more years' experience in an administrative role preferred.

Skills:

- Organizational skills – Ability to manage schedules, prioritize tasks, and maintain order
- Communication skills – Clear written and verbal communication with clients and team members.
- Time management – Efficiently handling multiple tasks and deadlines.
- Attention to detail – Ensuring accuracy in data entry, document preparation, and task completion.
- Proficiency in office software – Familiarity with Outlook, email, and scheduling tools.
- Problem-solving – Ability to address and resolve issues independently.
- Customer service – Managing inquiries and providing support professionally.
- Confidentiality – Handling sensitive information with discretion and trust.

Physical Demands & Work Environment: The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions for this job. Requests for reasonable accommodations may be made through Human Resources to enable individuals with disabilities to perform the essential functions.

- The employee is required to sit for prolonged periods of time; have the ability to utilize telecommunications; communicate fluently verbally and/or through written communications
- The employee is required to maintain a physical presence in the administrative office.
- The employee is required to lift 30 pounds.
- Position is scheduled every other weekend and rotating holidays.

Sign-off: I have received, read and understand the above job description. I acknowledge that I am able to perform the essential functions of this position, with or without reasonable accommodations. I agree to perform the functions of this position in a safe manner and in accordance with the established policies and procedures of Resthaven.

This job description is intended to describe the general nature and level of work being performed by a person assigned to this job. It is not to be construed as an exhaustive list of all job duties that may be performed by a person so classified.

Signature: _____ Date: _____