



Program & Operations Coordinator

Position Description

Position:	Program & Operations Coordinator	Date:	07.29.22
Reports To:	Deputy Director	FLSA Status:	Non-Exempt
Supervises:	None	Pay Type:	Hourly
Hours:	1.0 FTE	Pay Range:	\$20.19 -\$26.44 per hour

Approved By: Joan Watson-Patko, Executive Director

_____ Date _____

1. Primary Purpose

The Program & Operations Coordinator ensures the efficient day-to-day functioning of OPCA’s office by providing administrative support to the Program and Operations Team, and facilitates the smooth and efficient functioning of designated bodies of work. The Program & Operations Coordinator also provides back-up support for organizational administrative needs. This is a confidential position.

2. Essential Duties and Responsibilities (~80% of time)

Program Support (50%)

- Works with Program team to support the staff and the training and technical assistance programs being delivered by this team.
- Creates basic Power Point slides, agendas, and specific programmatic documentation (MOU’s, partnership contracts, follow up/tracking of required documents) in partnership with programmatic leads, as needed.
- Actively participates in programmatic work plan management and implementation
- Posts information to the OPCA website, such as open positions for CHCs.
- Processes paperwork, such as invoices and expense reports.
- Schedules team and external meetings as needed.
- Takes action items/notes or meeting minutes as needed.
- Works with OPCA’s administrative team to ensure a smooth office workflow.

Operations & HR Support (50%)

- Recruiting and hiring: in partnership with the Human Resources Sr. Manager, creates and posts job vacancies, schedules interviews and coordinates communications with candidates, distributes interview packets, processes background checks, administers and processes new hire paperwork.

- Benefits administration: with guidance from the Human Resources Sr. Manager, processes enrollments, changes, and terminations of employee medical, dental, flexible spending accounts, and disability and life insurance, coordinating with payroll to ensure correct deductions are made, and elevating issues to Human Resources Sr. Manager when necessary.
- General HR administration: with oversight from the Human Resources Sr. Manager, drafts change forms, updates the employee database, and coordinates performance appraisals.
- Office operations: answers multi-line phones, greets visitors, opens and distributes mail, processes office invoices, orders office supplies, acts as staff Safety & Fire Marshal, and maintains OPCA's calendar of events.
- Accounting: processes accounts payable checks ensuring approvals and disbursements, prepares and arranges weekly bank trips to deliver check deposits.
- Administrative logistics: coordinates events and internal staff meetings and retreats, including scheduling, minute-taking, venue selection, coordinating meals and snacks, creating handouts or packets, and other tasks as requested.

3. Essential Strategic & Leadership Responsibilities (~10% of time)

- May be involved with one or more internal OPCA committees.
- May provide administrative backup to the Board Liaison and for Board meetings

4. Other Duties and Responsibilities (~10% of time)

- Conducts individual administrative duties (e.g., scheduling, time sheets, internal organizational communications, etc.).
- Develops and maintains relationships with the CHC member community in order to provide excellent customer service to OPCA members, partners, and funders.
- Performs other administrative tasks and projects as asked.

5. Knowledge, Skills, and Abilities

- Highly organized and excellent attention to detail.
- Ability to anticipate needs and manage time effectively.
- Ability to utilize backwards planning for scheduling and event needs.
- Ability to prioritize tasks and work on multiple projects, meeting requests and events simultaneously.
- Diplomatic and sensitive to maintaining confidentialities, as appropriate.
- Ability to work independently and take initiative, and make independent, informed decisions.
- Clear and concise communication.
- Demonstrated excellence in internal and external customer service.
- Excellent oral and written communication skills.
- Flexibility with strong analytical and problem-solving skills.
- Diplomatic and sensitive to maintaining confidentialities, as appropriate.
- Strong computer skills, including thorough knowledge of Outlook, Word, Excel, Power Point, etc.

6. Minimum Qualifications and Experience

- Generally requires up to and including a high school diploma or equivalent and over 6 months experience.

- Fluency in written and spoken English required.

7. Preferred Qualifications and Experience

- Experience providing administrative support.
- Knowledge of public health and quality improvement a plus. If no knowledge/experience, interest in learning.
- Experience in HR a plus. If no knowledge/experience, interest in learning.

8. Specific Job Attributes

- **Job Complexity:** Administrative position that works on assignments that are routine in nature, requiring limited judgment. Requires reading, writing and basic mathematics as well as entry-level skills specific to the position. Understands and follows written or oral instructions.
- **Impact:** Errors are confined to a portion of the activities within a department and are usually found through quality maintenance and overall review.
- **Degree of Work Direction & Project Management:** Work is performed in accordance with established procedures or specific instructions. Some routine decisions are made; work is checked.
- **Responsibilities as a Team Member:** Participates in and supports projects. Makes decisions within known boundaries.
- **Internal & External Contacts & Communication:** Internal contacts are generally to obtain or discuss data pertinent to a specific assignment. External contacts are of a limited and routine nature.
- **Leadership & Supervision of Others:** Responsible for own work only.
- **Innovation & Quality Improvement:** Continuously improves individual work processes through suggestions and best practices from other organizations
- **Responsibility for Administrative Work:** Responsible for general office administration including but not limited to handling mail, bank deposits, office supplies, phone/door coverage, organization wide scheduling and event travel coordinator, management of general OPCA contact lists, etc.
*Entirety of position is dedicated to general office administration.
- **Budgetary & Fiscal Responsibility:** Responsible to support separation of duties for financial processes, such as receiving checks, making and documenting deposits, etc. Responsible for following financial policies and procedures for any organizational expenditures, purchases or reimbursements.

9. Travel Required

- In-state travel may be required for this position. If using a vehicle for work related travel, must possess valid Oregon driver license, provide proof of insurance and annual Motor Vehicle Record if using own vehicle, or be insurable if renting. Must be able to drive a motor vehicle safely and use a seat belt when in operation. Mileage and travel expenses are reimbursed per OPCA policy.

10. Work Environment

- OPCA is a team-oriented organization; a tight-knit group of professionals committed to both the mission and to enjoying their jobs. Respectful interpersonal relationships, a fun team

dynamic, and a passion for advancing the cause of community health clinics are equally critical components of the work environment.

- As a subject matter expert, employees are expected to partner as needed for communications & marketing needs to develop messages, objectives and/or communications tools to reach OPCA's members and other target audiences.
- Duties will be performed in both an office setting and out in Community Health Clinics.

11. Physical Demands

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit behind and use a computer, talk, hear, and be able to operate general office equipment. This individual is also required to stand, walk, and reach during events.

Statement of OPCA Practices: OPCA is committed to continuous internal quality improvement practices. We work in a fast moving, ever changing environment in which management and staff strive to create constantly improving quality. OPCA is a smoke free, drug free workplace. We are an equal opportunity employer. We do not discriminate on the basis of race, religion, color, gender, age, sexual orientation, national origin or disability. OPCA expects employees to be culturally competent, with the ability to interact positively with people who do not look like, talk like, think like, believe like, act like, and live like they do.

General Statement: Oregon Primary Care Association (OPCA) is a private, 501(c)(3)-membership organization of Oregon's "safety-net" primary care providers. Our mission is to lead the transformation of primary care to achieve health equity for all. Our membership primarily includes the federally qualified Community Health Centers (CHCs) and Look-Alikes as well as Rural Health Clinics, Indian Health Centers, and community clinics with similar missions and governance.

REQUIRED SIGNATURES

I acknowledge that I have reviewed the above job description and understand my job responsibilities and requirements.

Employee _____ Date _____

Supervisor _____ Date _____

****Changes must go through HR Sr. Manager for standardization and Executive Director for final approval.***