



1551 E. Shaw Avenue, Suite 139 Fresno, CA 93710 ♦ PHONE (559)
320-0490, FAX (559) 320-0494

ADMINISTRATIVE ASSISTANT II

Position Description

Department: Administration

Reports to: Executive Administrator

Supervises: No

Travel Required: As needed

Starting Salary: \$21.00 - \$27.00

Type: Full-time, non-exempt

POSITION SUMMARY

The Administrative Assistant II at Fresno American Indian Health Project is a senior-level position providing strategic administrative support to the Executive Administrator and multiple departments. This critical role ensures the smooth and efficient operation of the organization by managing complex tasks, coordinating cross-departmental initiatives, and anticipating leadership needs. A central aspect of this role is the handling of sensitive and highly confidential information, requiring a high level of discretion, integrity, and professionalism at all times. The position demands a proactive approach, exceptional problem-solving skills, and the ability to navigate sensitive situations with care, all while supporting executive leadership and advancing organizational objectives. Additionally, the Administrative Assistant II must possess exceptional communication skills, both written and verbal, and demonstrate a commitment to providing high-quality customer service. By anticipating the needs of the team and ensuring seamless day-to-day operations, the Administrative Assistant contributes directly to the success and efficiency of FAIHP.

ESSENTIAL DUTIES, FUNCTIONS & RESPONSIBILITIES

- Provides administrative support to the Executive Administrator, Managers, and CEO.
- Prepares travel itineraries and processes expense reports.
- Orders supplies for the CEO, Human Resources, and Executive Administrator offices.
- Supports the Human Resources department by creating new employee onboarding processes and new hire packets.
- Coordinates calls on behalf of the Executive Administrator and Human Resources Manager.
- Safeguards highly sensitive and confidential information, including organizational data, employee records, and client communications, ensuring strict compliance with privacy protocols.
- Maintains confidentiality in handling sensitive information with discretion and ensures that all confidential matters are protected and securely stored.
- Provides administrative support by taking meeting minutes and assisting in setting up meeting rooms.
- Supports the management efforts of the FAIHP phone system. These tasks include blocking phones for holidays, meetings, and other events, along with assigning extensions and updating the phone system when new employees start or leave the organization.
- Supports the work of the department and organization by handling office tasks, such as filing, generating reports, entering data into tracking spreadsheets, creating presentations or documents, setting up meetings, and reordering supplies.

ADMINISTRATIVE ASSISTANT II

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- Assists with building processes and procedures to improve the flow and efficiency of the department.
 - Assists in drafting, editing, and distributing internal communications, including newsletters, memos, and announcements.
 - Provides support for special projects as needed, including research, data analysis, and project coordination.
 - Supports in planning and coordinating meetings, events, and travel arrangements.
 - Assists with organizing Morale Committee events, handling logistics, and tracking participation.
 - Reserves and manages conference room calendars, ensuring smooth operations and identifying any potential schedule overlaps.
 - Assists and supports the organization of corporate documents and files.
 - Provides administrative support by taking meeting minutes and assisting in setting up meeting rooms.
 - Responsible for overseeing the maintenance of office equipment, including computers, copy machines, and fax machines.
 - Responsible for maintaining and tracking office and office supplies inventory for employees, janitorial and kitchen supplies, and any additional items needed.
 - Organizes and maintains the electronic equipment needs of the organization, such as laptop checkout.
 - Files and scans documents relating to the Human Resources and Leadership team.
 - Provides excellent customer service by screening phone calls and routing callers to the appropriate party, greeting and assisting clients and visitors.
 - Supports visitors and employees by responding to questions and requests for information and knowing whom to contact.
 - Communicates effectively regarding potential problems, data improvement needs, and progress on clerical tasks.
 - Supports the team and employees by anticipating the needs of others to ensure their seamless and positive experience.
 - Assists as a backup receptionist, answering phones, registering clients, and covering the reception area.
 - Helps with transport scheduling of patients, ensuring timely and efficient coordination of appointments.
 - Assists the Executive Administrator in coordinating IT setups for new hires and events, identifying equipment needs, and managing key distribution and tracking for facilities.

ORGANIZATIONAL PERFORMANCE EXPECTATIONS

- Works collaboratively with supervisor and team. Effectively communicates current workload and requests assistance with issues as they arise.
 - Follows established organizational and departmental policies and procedures approved and set by
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management staff.

- Openly communicates with team members by active listening and questioning to understand. Do not assume negative intent in conversations and always communicate with positive outcomes.
- Interactions are always based on honesty, truth, and trust.
- As part of the FAIHP team, the staff is expected to be dependable in actions and in following through with work agreements with clients, coworkers, and vendors.
- Attends and actively participates in all meetings (e.g., department meetings, program meetings, employee staff meetings) and other activities as required or assigned.
- Attends workshops/seminars as necessary to increase skills and knowledge to provide effective care, treatment, and/or leadership.
- Supports the organization's overall needs by working flexible or extended hours when necessary.
- Demonstrates awareness of, and compliance with, the organizational mission and objective of FAIHP to provide support services for all members of the Native American community.
- Supports personal professional development by completing the required hours of continuing education each year along with required annual training.
- Maintains confidentiality and respect for information regarding patients and other team members; abides by FAIHP rules of confidentiality and general privacy regulations regarding privacy.
- Displays a positive, professional, and respectful demeanor always toward employees, peers, professional contacts, and community members. Additionally, maintains a professional appearance and positive image for the organization.
- Always adheres to and consistently demonstrates ethical behavior in the work environment. Holds themselves accountable for their work and outcomes.
- Possess cultural and social awareness from personal self-awareness, cross-cultural knowledge, and sensitivity.
- Contributes to the team and organization's success by promoting positive staff interaction and maintaining open communication with other programs/departments.
- Ensures the safety of the clients and coworkers by adhering to FAIHP's infection control policy. This includes annual testing and vaccinations (e.g., boosters, annual influenza vaccine, etc.) unless exempt due to health (ADA) and/or religious reasons.
- Other work-related duties as assigned by supervisor and/or management personnel. Duties and responsibilities may be added, deleted, or changed at any time at the discretion of management, formally or informally either verbally or in writing.

QUALIFICATIONS FOR POSITION

EDUCATION:

- Required High School Diploma or GED.
- Completion of an Administrative Assistant program or an Associate's Degree in Administration preferred, or *equivalent* relevant work experience.

EXPERIENCE:

- Required minimum of 3 years of prior experience in a clerical or administrative support role, preferably in a professional office environment.
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- Proven experience in managing office tasks such as filing, generating reports, and maintaining records.
 - Proficiency in drafting, editing, and distributing internal communications, including newsletters, memos, and announcements.
 - Experience with project support including research, data analysis, and project coordination.
 - Experience in providing exceptional customer service, including screening phone calls, greeting clients, and assisting visitors.
 - Previous experience handling sensitive information with confidentiality and discretion.
 - Experience with office technology and equipment, including computers, copy machines, and phone systems.
 - Ability to manage multiple tasks simultaneously and prioritize effectively in a fast-paced work environment.
 - Experience using digital communication tools such as Zoom, Microsoft Office, and Google Suites for virtual meetings and collaboration.
 - Experience supporting HR functions such as onboarding and new hire packet creation is a plus

LICENSE/CERTIFICATIONS:

- Completion of an Administrative Assistant preferred

SKILLS:

- Awareness and sensitivity in working with diverse populations, respecting cultural differences and promoting inclusivity.
 - Experience and understanding of using standard office equipment (e.g., copier, scanner, fax, etc.)
 - Demonstrates a commitment to providing excellent service to both internal and external clients.
 - Expertise in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and other office software.
 - Ability to analyze information, identify issues, and propose effective solutions
 - Ability to prioritize tasks effectively and manage multiple projects simultaneously to meet deadlines.
 - Proficiency with digital communication tools (e.g., Zoom, Microsoft Teams, Slack) for coordinating and facilitating virtual meetings.
 - Flexibility in adjusting to new tasks, priorities, and challenges in a fast-paced work environment.
 - Extensive knowledge of grammar, vocabulary, and punctuation to communicate effectively both verbally and in writing.
 - Ability to handle sensitive information with discretion and maintain confidentiality.
 - Experience in managing projects with other departments from initiation to completion.
 - A self-starter who is able to work independently and as a team member; who consistently demonstrates professionalism, courtesy, efficiency, excellent internal and external customer service, high ethical standards, and behavior that contributes to harmonious relationships.
 - Strong written and verbal communication skills.
 - Problem-solving skills and resourceful thinking.
 - Strong empathy and interpersonal skills.
 - Detail-oriented and excellent organizational skills.
 - Patience and knowledge to work and support a culturally diverse staff, interns, and volunteers at various understanding levels.
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