



JOB OPPORTUNITY

Fresno American Indian Health Project seeks a qualified, committed, and experienced person for the following position:

ADMINISTRATIVE ASSISTANT I

Department: Administration
Reports to: Executive Administrator
Supervises: No
Travel Required: No
Starting Salary: \$20.00 - \$25.00 per hour
Type: Full-time, non-exempt

Position Summary:

Under the supervision of the Executive Administrator, the Administrative Assistant provides patient-facing and administrative support that contributes to a welcoming, culturally responsive environment and efficient daily operations. Working in partnership with the Front Desk Receptionist, this position greets and assists patients, families, and visitors; supports registration; explains available programs and how to access services; responds to phone and email inquiries; and completes accurate data entry. The role also coordinates vehicle reservations and transportation schedules, prepares meetings, maintains records and tracking systems, and assists with supplies, asset tracking, and basic technology needs. The Administrative Assistant collaborates across departments, responds to changing priorities, and follows through on requests with empathy, discretion, and clear communication to support patients and staff.

ESSENTIAL DUTIES

- Provides administrative support to the Executive Administrator and as assigned, the CEO, managers, and departments. Confirms priorities and communicates competing requests to the Executive Administrator.
- Maintains administrative tracking systems, shared records, and spreadsheets with accurate, timely information to support organizational needs. Completes filing, data entry, reports, presentations, and correspondence; tracks deadlines, identifies missing information, and follows up with responsible departments.
- Assists with keeping shared folders and electronic files orderly, current, and easy to locate. Follows established folder structures and naming conventions; identifies duplicate, outdated, or misplaced files and coordinates cleanup and archiving according to retention and access procedures.
- Enters facility and maintenance requests into the designated tracking system based on information received from Facilities staff. Maintains accurate request records, updates status as provided, follows up on missing information, and keeps records current and available for departmental oversight.
- Provides consistently friendly, respectful, and compassionate service to patients, families, visitors, and staff. Assists with wayfinding and connects individuals with the appropriate department or staff member.
- Works with the Front Desk Receptionist as a peer member of the Administration team, sharing responsibility for consistent front office operations and service. Proactively assists the next patient or visitor, answers and routes calls, responds to questions, and assists with registration. Coordinates information sharing, scheduling, handoffs, and coverage, including assigned coverage when the Receptionist is unavailable.
- Uses the electronic health record (EHR) system to enter and maintain accurate patient information, schedule appointments, scan and upload documents, generate reports, create, route, and follow up on tasks within assigned responsibilities.
- Provides and collects patient registration packets and demographic update forms; assists patients in completing required information; accurately enters registration, demographic, and eligibility information into the EHR; and helps patients enroll in available programs or classes following established procedures.
- Maintains vehicle reservation schedules and supports transportation scheduling, rescheduling, and backup dispatch. Coordinates across departments and with drivers to confirm availability, track changes, and resolve overlapping requests within established priorities; escalates unresolved conflicts or capacity concerns to the Executive Administrator.
- Serves as the backup driver when other transportation coverage options have been exhausted, helping patients reach appointments or return home. Provides transportation as directed by the Executive Administrator, after completing required training and meeting applicable driving requirements, and follows established safety, documentation, and communication procedures.

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- Supports patient access by listening carefully, responding promptly to administrative needs, and routing concerns appropriately. Refers clinical questions and urgent concerns to qualified staff according to established procedures.
- Works cooperatively and equitably with coworkers across all departments. Coordinates shared tasks, schedules, handoffs, and coverage; confirms responsibilities, communicates changes, and provides consistent service across departments.
- Anticipates patient, visitor, employee, and team need and takes appropriate action to support a positive experience. Demonstrates flexibility and a team-oriented approach by assisting with administrative, front office, and organizational tasks outside regular assignments when reasonably needed, while coordinating priorities with the Executive Administrator.
- Coordinates meeting room reservations, maintains accurate booking calendars, communicates scheduling changes, and works with staff to resolve conflicts and confirm room setup and technology needs.
- Responsible for staff meeting setup and other meeting and event preparation as assigned: scheduling, materials, printing, room readiness, technology checks, refreshments, and coordinated cleanup. Works with Facilities and other staff; takes and distributes minutes as assigned.
- Assists with planning and coordinating meetings, events, travel arrangements, and special projects, including research, data analysis, compilation of information, project coordination, and tracking tasks and deadlines.
- Maintains inventories of office, employee, janitorial, and breakroom supplies and other assigned items. Monitors stock levels, orders and reorders through established approval processes, and assists with receiving, organizing, and distributing supplies.
- Shares package receiving and asset tracking responsibilities with the Receptionist. Opens and logs incoming packages according to established procedures, verifies contents against available order or delivery records, and tags designated equipment and other trackable items before distribution. Records required asset information, assigned location or recipient, and discrepancies; coordinates with the Executive Administrator and Finance to keep inventory and asset records current.
- Provides basic technology troubleshooting for staff, including computers, printers, copiers, scanners, phones, and meeting audiovisual equipment. Resolves routine connection, printing, and setup issues within training and authorized access. Coordinates equipment, maintenance and service, documents unresolved issues, and follows up with the IT vendor or appropriate staff.
- Maintains the staff phone directory and administers routine phone system updates, including extensions, contact information, greetings, call routing, and holiday, meeting, and event schedules.
- Prepares new hire packets and assigned onboarding materials in coordination with Human Resources and the Executive Administrator.
- Protects patient, personnel, and organizational information by maintaining secure records and complying with HIPAA, other applicable privacy laws, and FAIHP confidentiality policies.
- Maintains responsibility for assigned duties and completes work accurately, on time, and according to departmental processes. Communicates progress, potential problems, and needed improvements to data or tracking systems.
- Follows established assignments and seeks supervisory direction when responsibilities overlap or additional support is needed.
- Performs other work-related duties as assigned by the Executive Administrator or authorized personnel.

MINIMUM REQUIREMENTS

EDUCATION:

- Required High School Diploma or GED.
- Completion of an Administrative Assistant program or *equivalent* relevant work experience.

EXPERIENCE:

Required:

- Minimum of three years in clerical or administrative support, including direct customer service, data entry, and managing multiple tasks and deadlines.
- Maintaining electronic records, spreadsheets, shared files, and tracking systems accurately, with timely updates and follow-up.

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- Coordinating schedules, reservations, meetings and communicating changes across staff or departments.
- Preparing professional correspondence and responding to email and telephone inquiries.
- Handling sensitive information with confidentiality and discretion.
- Troubleshooting routine computer, printer, phone, or meeting technology issues and coordinating additional support when needed.

Preferred:

- Experience working with Native American communities preferred.
- Assisting with patient registration, explaining programs or services, or using electronic health records.
- Supporting transportation scheduling, supply inventory, package receiving, asset tracking, or employee onboarding.

LICENSE/CERTIFICATIONS:

- Required active CA driver's license
- Completion of an Administrative Assistant preferred

SKILLS:

- Compassionate, culturally responsive service to patients, visitors, and staff, with respect for diverse backgrounds and varying levels of understanding.
- Emotional intelligence, empathy, patience, and active listening; ability to remain composed under pressure, receive feedback, and address disagreements respectfully.
- Clear verbal and written communication, including professional email correspondence, accurate messages, and correct grammar, spelling, and punctuation.
- Proficiency in Microsoft Office and Google Workspace, including spreadsheet data entry, sorting, filtering, and basic formulas; ability to learn new systems.
- Ability to use standard office equipment and virtual meeting tools, troubleshoot basic technology issues, and recognize when additional IT support is needed.
- Strong organization and attention to detail; ability to maintain accurate records, shared files, schedules, inventories, and tracking systems.
- Ability to prioritize competing tasks, coordinate complex schedules, meet deadlines, and adapt to changing needs in a busy environment.
- Initiative, sound judgment, and resourceful problem-solving; ability to work independently, collaborate across departments, and follow projects and assignments through completion.
- Discretion, ethical judgment, and consistent protection of confidential patient, personnel, and organizational information.

A clear background check, drug screen, COVID-19 vaccinations, and negative TB screen are necessary for employment.

Interested Applicants Please Email Resume AND Application to jobs@faihp.org