

ADMINISTRATIVE ASSISTANT TO THE NURSING HOME ADMINISTRATOR

DISTINGUISHING FEATURES OF THE CLASS: This position involves performing complex and confidential clerical, secretarial, and administrative support functions for the Nursing Home Administrator. The incumbent works in a very confidential relationship with the Nursing Home Administrator in a position requiring a high degree of accuracy, performance skill, and tact. Work is performed under the administrative direction of the Nursing Home Administrator, with considerable leeway allowed for the exercise of independent judgement in planning and carrying out assignments. Supervision may be exercised over subordinate clerical employees. Does related work as required.

TYPICAL WORK ACTIVITIES:

Types confidential correspondence, letters, memoranda, reports and other materials for a department head;
Attends meetings as requested, takes notes, and types and distributes minutes.
Composes and types correspondence on matters where policies and procedures have been defined;
Keep NYS Department of Health Survey materials up to date;
Keep Emergency disaster books and plans up to date;
Collects all information to be used as a basis for reports and memoranda, and prepares summaries and reports of various phases of the agency's programs;
Uses typewriter, word processor and/or personal computer to type materials from copy, rough draft, dictating machine and other detailed instructions;
Schedules meetings or conferences and briefs department head on subject matter prior to meetings;
Oversees use of conference room schedules, often scheduling when people call;
Makes arrangements with families and night or weekend supervisor for use of the conference rooms during off times.
Assists department head with keeping calendar;
Answers telephone and gives out routine information;
Manages work orders for maintenance and IT issues throughout the facility;
Manages all printing requisitions for the facility;
May act as liaison with other agencies;
Maintains a Notary Public License to perform said duties throughout the facility for residents, family members, and staff.
Screens callers or visitors to determine the nature of the inquiry and refers to appropriate person or office;
Receives, handles, sorts and distributes all incoming mail;
Maintains telephone listing for the facility;
Makes travel arrangements including cash advances, travel vouchers and room reservations;
Orders office supplies and maintains inventory of supplies and equipment;
Manages front desk personnel including interviews, training, staffing,

scheduling, disciplinary, and evaluations;
Tracks and organizes; makes purchases, prints certificates, and
arranges for Employee and Volunteer Recognition presentation;
Trains new office clerical and secretarial staff;
Keeps complex records of activities of the agency.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of office procedures, terminology and equipment;
Thorough knowledge of business arithmetic and English;
Good knowledge of the organization and functions of the office to
which assigned;
Ability to handle routine administrative details independently,
including the composition of letters and memoranda;
Ability to understand and carry out complex oral and written
instructions;
Ability to establish and maintain cooperative relations with the
public and other governmental and private agencies;
Ability to operate an alphanumeric keyboard such as a typewriter, word
processor or personal computer at an acceptable rate of speed;
Ability to perform close, detail work involving considerable visual
effort and strain;
Confidentiality;
Good judgment.

MINIMUM QUALIFICATIONS:

- A) Possession of an Associate's degree and one (1) year of administrative support experience in a nursing home, long-term care facility or healthcare setting; OR
- B) Possession of an Associate's degree and two (2) years of experience in senior level administrative support; OR
- C) Graduation from high school or possession of an equivalency diploma and four (4) years of experience in senior-level administrative support; OR
- D) an equivalent combination of training and experience as defined by the limits of A), B), and C) above.

NOTE: Your degree must have been awarded by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of education. If your degree was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the internet at <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.