**UPPER GREAT LAKES FAMILY HEALTH CENTER**

JOB DESCRIPTION

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| **Job Title:** | Administrative Operations Coordinator | **FLSA**  **Status:** | Non-exempt |
| **Effective Date:** |  | **Supervised By:** | DON |
| **Revised Date:** |  | **Approved By:** | HR |

**BASIC FUNCTION**

The Administrative Operations Coordinator provides comprehensive administrative and operational support to clinic leadership, ensuring efficient department operations. This role involves assisting with staff scheduling, compliance tracking, onboarding, and day-to-day administrative functions. The Administrative Operations Coordinator is entrusted with handling confidential employee and department information while supporting operational goals and initiatives.

**PRIMARY RESPONSIBILITIES AND DUTIES**

**1. Administrative & Leadership Support**

* Coordinate administrative tasks, assist in preparing reports, and update policies, procedures, manuals, and operational tools as needed.
* Partner with department leadership to manage various administrative functions, ensuring efficient workflow and timely task completion.
* Maintain and manage leadership calendars, schedule meetings, draft agendas, and take accurate meeting minutes.
* Compose and prepare professional correspondence, newsletters, presentations, and reports.
* Assist leadership in tracking department metrics, meeting action items, compiling data, and generating reports for operational analysis.
* Ensure department compliance with policies, procedures, and regulatory requirements including site visit coordination of various regulatory bodies.
* Organize and maintain files, documents, contracts, and records for easy accessibility through various platforms of the organization.

**2. Scheduling & Workforce Coordination**

* Manage and maintain master staff schedules, including provider scheduling templates and rules.
* Review daily call-ins, notify leadership of absences, and ensure necessary adjustments are made.
* Update schedules to reflect PTO, leaves of absence, meeting blocks, holidays, and staffing needs, and ensure all proper leadership is notified of changes to the schedule.
* Communicate with staff regarding scheduling changes, filling gaps, and adjusting staffing levels as needed.
* Maintain a published PTO deadline schedule and master schedule updates.
* Process and verify after-hours call logs for call pay calculations.
* Reserve conference rooms and coordinate internal meetings as needed.

**4. Employee Onboarding & Performance Support**

* Assist with scheduling and coordinating new employee orientation, employee/manager check in meetings and training programs.
* Facilitate communication between new hires and managers to ensure a smooth onboarding experience.
* Assist in scheduling performance evaluations and gathering related documentation.
* Ensure employee health records, performance tracking data, and compliance requirements are properly documented upon hire, annual and on an as needed basis.

**5. Meeting & Engagement Participation**

* Attend virtual and in-person meetings as required.
* Provide relevant input and feedback during discussions and strategy sessions.
* Document and track action items from meetings, ensuring proper follow-up and completion.
* Maintain a professional and engaged presence in meetings, contributing to a collaborative team environment.

**Required Qualifications & Skills**

**Professional & Technical Knowledge**

* High school diploma or equivalent required; additional training in business administration or healthcare administration is preferred.
* Understanding of general business administration, payroll processing, and scheduling concepts.
* Experience in a healthcare, administrative, or operational support role is preferred.

**Technical Skills**

* Proficiency in **Microsoft Office Suite** (Word, Excel, PowerPoint, Outlook) for reports, presentations, and correspondence.
* Experience with **Adobe Acrobat** for document management and form creation.
* Familiarity with **electronic scheduling systems** used within healthcare settings.
* Ability to use office equipment such as fax machines, copiers, and multi-line phone systems.

**Communication Skills**

* Strong written and verbal communication skills with the ability to convey complex information to various audiences.
* Ability to draft professional correspondence, presentations, and operational reports.
* Capability to provide information clearly and effectively in both informal and formal settings, including meetings and training sessions.

**Problem-Solving & Decision-Making**

* Ability to identify and document issues that impact operations and employees, providing feedback to leadership.
* Exercises **tact and diplomacy** in resolving minor conflicts or disagreements.
* Uses established protocols to modify workflows and respond to operational challenges.

**Organizational & Time Management Skills**

* Strong ability to self-prioritize tasks and manage multiple responsibilities simultaneously.
* Demonstrated ability to meet deadlines and ensure timely completion of assigned duties.

The above information is intended to describe the most important aspects of the job. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required to perform the work. UGLFHC reserves the right to revise or change job duties and responsibilities as the business need arises. Additionally, this job description is not intended as an employment contract, implied or otherwise, and UGLFHC continues to maintain its status as an at-will employer.

**I hereby acknowledge that I have read and understand the above-mentioned job duties, qualifications, policies, and procedures for this position. I also certify that I received a copy of this job description.**

Employee: Date: