

JOB DESCRIPTION: Administrative Associate

FLSA* Classification: Non-Exempt (Administrative)

Salary Range:

Reports To: Business Manager & Department Coordinators

Date: Created: 08/2009; Revised: 08/23/2011, 03/2013, 08/2015, 03/2017

POSITION SUMMARY:

The American Academy of Nurse Practitioners Certification Board (AANPCB), located in Austin, TX, provides excellence in testing and national certification for nurse practitioners. The AANPCB **Administrative Associate** provides administrative support necessary for successful completion of daily activities associated with the Certification Program's application processes.

ESSENTIAL JOB FUNCTIONS:

1. Remain fully knowledgeable of certification programs and dues structure to answer customer inquiries and promote certification.
2. Responsible for accurately and efficiently processing applications, transcripts, licenses, verification requests, and other documents received via mail, e-mail, or fax.
3. Answer incoming multi-line phone system, return incoming phone messages, and transfer telephone calls to appropriate staff and departments as indicated in a timely and professional manner.
4. Ensures that all payments and applicable documentation received are securely processed and delivered to Finance department on a daily basis.
5. Responsible for accurately preparing Certificant packets and letters as indicated.
6. Perform mail and shipment activities which requires operating manual and electrical mailing equipment.
7. Perform basic computer skills (e.g., scanning, data entry, word processing, Outlook Mail/Calendar).
8. Responsible for the protection, integrity, and confidentiality of customer, database, and company information.
9. Maintain effective intra- and inter-departmental communications and external AANPCB public relations.
10. Participate in company Quality Improvement processes.
11. Performs other duties as assigned.

SKILLS AND QUALIFICATIONS:

1. Experience with multi-line phone system, receiving, and routing calls required. Ability to operate and train basic office equipment.
2. Ability to speak, listen, and write in English in a clear, thorough, timely, and professional manner using appropriate and effective communication tools and techniques required. Excellent communication skills and personality conducive to working as a team member required. Experience writing email business correspondence that reflects a polished and professional image required.
3. Knowledge of principles and processes for providing customer services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
4. Ability to perform under deadlines and changing schedules.
5. Flexibility and willingness to adjust one's schedule to meet the demands of the organization, especially during peak times.
6. Displays professionalism; demonstrated self-starter; is reliable, responsible, and dependable; shows loyalty and concern for the integrity and professional image of the organization.

SUPERVISORY RESPONSIBILITY:

This position is not responsible for direct supervision of employees. Responsibilities will be carried out in accordance with organizational policies and applicable laws. Responsibilities may include coordination of work duties and training of employees under the direction of the Department Coordinator or management team.

WORK ENVIRONMENT:

This job operates in a professional office environment that primarily deals with customers via email and telephone. Performance of job duties outside of the typical office setting is not required. Daily interaction with staff and management is required. This position routinely uses standard office equipment such as computers, phones, photocopy, and fax machines.

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. Able to lift up to 25 pounds.

POSITION TYPE / EXPECTED HOURS OF WORK:

This is a full-time position. Hours of work and days are 8:00 am to 5 pm, Monday through Friday. Occasional evening and weekend work may be required as job duties demand. **This is a Non-Exempt position. Employees in this position are paid an hourly pay rate and are eligible to receive overtime pay for any hours worked over 40 in a work week.*

TRAVEL:

May be required for company business as needed < 5% of the time.

REQUIRED EDUCATION AND EXPERIENCE:

1. Minimum 2 years' experience as an administrative associate.
2. Proficient in the use of a variety of software, including current Microsoft Office products, on-line database systems, and document scanning.
3. Experience with multi-line phone system, receiving and routing calls.

PREFERRED EDUCATION AND EXPERIENCE:

4. Associates Degree in a relevant field such as business.
5. Experience working with non-profit organizations, membership organizations, nursing associations, state boards of nursing, educational program, continuing education providers, or accreditors.

INTERNAL RELATIONSHIPS:

Works with AANPCB staff.

EXTERNAL RELATIONSHIPS:

Works with applicants, certificant, educational faculty, advanced practice registered nurses, professional membership organizations, public, and business vendors.

WORK AUTHORIZATION / SECURITY CLEARANCE:

Background check required.

OTHER DUTIES:

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

*Signature below constitutes employee's understanding of the requirements, essential functions and duties of the position. I have read and understand this job description for the **Administrative Associate**. I have been given the opportunity to ask questions and my questions have been answered. I accept the position and responsibilities as described.*

Printed Name:

Signature:

Date:

This job has been approved by all levels of management. 03/20/2017.