KHA’s Mission: To be the leading advocate and resource for members.

Individual: Name
Accountable to: SR VP Member and Public Relations (KHA) | Director Workers’ Compensation Fund (KHA)
Job Classification: Non-Exempt, Full-Time
Supervises: NA
Work schedule: Generally 8 hours per day per schedule, 8:00 a.m. – 5:00 p.m.

Position Overview:
The Administrative Professional | Receptionist serves as the first impression for KHA and provides overall administrative support while delivering friendly customer service. Position is to focus on KHA’s mission and goals.

Essential Functions:
- Provides administrative and clerical support to the SVP Member and Public Relations and the KHA Director | Administrator Workers’ Compensation Fund
- Takes meeting minutes, performs mail merges and mailings, edits documents, creates labels, builds excel spreadsheets, database entry and other administrative duties
- Serves as KHA receptionist by responding to or forwarding all incoming calls in a cheerful, polite and professional manner
- Monitors and maintains the phone system and voice mail messages, reporting any issues as they arise
- Works with the office manager on phone and front desk coverage as needed
- Monitors staff calendars to support reception responsibilities
- Maintains lobby area, FLG and kitchen area for a professional appearance
- Maintains the stock in the kitchen area is appropriately stocked
- Orders meals for meetings scheduled in FLG following KHA guidelines
- Provides meeting prep / set-up and clean-up for FLG
- Provides administration and clerical support to staff, as needed
- Prepares deposits for KHA, KHSC, Healthworks, KHA-WC, APS, and Health Alliance
- Supports KHA policy groups and special projects, as assigned
- Supports KHA Allied organizations as assigned in regards to membership processing, program preparation, mailings, inquiries
- Sorts all incoming mail by department and deliveries to staff members
- Provides a timely response to inquiries for information to KHA members, staff and vendors
- Assists with KHA special mailings
- Prepares member visit packets and maintains log of member visits
- Reviews and edits outgoing documents
- Maintains postage available to staff and reports expenses to the accounting department
- Monitors incoming faxes and deliveries to staff
- Orders office supplies or special orders, as needed
- Reports and monitors budgets for assigned area of responsibility, as needed
- Recommends policies and procedures as it relates to area of responsibility
• Acts with professionalism while representing KHA at events (local, state, national)
• Actively seeks to add and enhance knowledge regarding developments and current trends in the health care industry that will serve KHA’s business needs
• Works collaboratively with KHA staff to maintain a team environment to accomplish the tasks necessary to serve and support KHA and affiliates
• Performs other duties as assigned

Qualifications: Knowledge, Skill and Ability:
• High School Diploma or GED is required
• Post-secondary education in Administrative support or certificate in a related field is preferred
• Two (2) years of administrative office experience is preferred
• Outstanding customer service skills
• Ability to work independently and be self-motivated
• Ability to meet deadlines and work under pressure
• Ability to prioritize and manage work effectively and efficiently to accomplish tasks
  While managing multiple projects at the same time – must also deliver friendly service
• Ability to read, analyze and interpret general business periodicals, profession journals, technical procedures and governmental regulations in a variety of formats
• Effective communicator (verbal, written and body language)
• Creativity and innovation with the ability to plan strategically
• Ability to problem solve rationally and with common sense
• Proficient math skills (basic math principles, computations, and interpretation of graphs)
• Proficient knowledge Microsoft Suite (Word, Excel, Outlook) skills are required
• Knowledge of general office equipment
• Must have the ability to respect diversity and individual needs

Physical Demands:
• Lift and move items up to fifty (50) pounds
• Sit, stand and walk for extended periods of time
• Ability to work on the computer for hours at a time and concentrate on detailed information
• Bend, kneel and reach items with use of hands to finger, handle or feel objects, tools or controls
• Must be able to speak and listen effectively
• Vision abilities for close vision, color vision, peripheral vision and depth perception

Work Environment:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

• Professional office setting with little discomfort due to such factors as noise, heat, dust, or other adverse factors
• This is a non-smoking work environment, including all premises and other such areas
• Travel is required, along with that entails standard travel risks

Reviewed: 10/2022
This job description does not state or imply that these are the only activities to be performed by the team member holding this position. Staff is required to follow other job-related instructions and to perform other job-related responsibilities as requested by management.

______________________________  _______________________________
Employee Signature     Date

______________________________  _______________________________
Supervisor Signature     Date