

The Administrative Specialist provides administrative support to the Executive Director, coordinates meetings, reviews applications, and oversees special projects. The Administrative Specialist reports to the Executive Director. The list of responsibilities provided below is descriptive rather than comprehensive and can be modified at any time based on operational needs.

Responsibilities:

- Operate CCHI's Customer Relations Management (CRM) platform, by maintaining CCHI's databases, formatting, and scheduling messages to subscribers.
- Communicate with organizations whose programs are accredited by CCHI's Continuing Education Accreditation Program (CEAP).
- Update CCHI's website content and publications as instructed. Communicate with advertisers and monitor advertising processes.
- Provide support for webinars and online events (set-up, coordination of presenters, chat/questions monitoring, issue of certificates).
- Review initial applications for certification.
- Draft, prepare, and proofread documents, such as email responses, memos, reports, agendas, organizational announcements and communications, presentations, utilizing MS Office applications.
- Research and collect information as requested from records, email, minutes, online sources, etc., and prepare written summaries of data as needed.
- Assist the Executive Director with projects and initiatives by completing assigned tasks and monitoring activities assigned to others (staff, Commissioners, volunteers) to monitor timelines, metrics, and budgets, and inform the Executive Director of any deviations.
- Organize complex calendars and schedules, sending reminders and resolving any scheduling conflicts. Set up meetings for specific projects, including preparing and disseminating necessary documents. (For in-person meetings, assist with booking meeting venues, airport-venue transportation, making hotel and restaurant reservations, organizing refreshments, and collecting expense receipts from participants.)
- Take notes for all required meetings; document, distribute, and archive meeting minutes or other related documents.
- Perform minor bookkeeping duties, e.g., send invoices, issue receipts, prepare and review for accuracy expense reports.
- Review and maintain electronic files.
- During the Executive Director's absence, handle some of the Executive Director's tasks following the policies and instructions provided and seeking authorization as needed from a designated Commissioner.
- Provide feedback and recommendations regarding streamlining operations processes to the Executive Director.

Required Qualifications

- Excellent written communication skills in English
- Excellent interpersonal skills
- Ability to work independently and escalate issues to supervisor as needed

- High attention to details and good organizational skills
- Ability to prioritize tasks, monitor multiple processes, and work efficiently in a fast-paced environment
- Excellent computer skills in: Google applications (Drive, Gmail, office, search engine), MS Word, MS Outlook, MS Excel, MS PowerPoint, Zoom, Adobe Acrobat
- Ability to work with people from different cultures whose primary language is not English
- Knowledge of CCHI and its programs (e.g., CCHI certification holder)
- High School diploma or its equivalent
- The employee will utilize their own broadband internet connection.

Preferred Qualifications

- Work experience in the interpreting or healthcare industry
- Experience with project management
- Customer service experience
- Proficiency in a language other than English
- Bachelor's degree in customer relations, administration, business, interpreting/translation, or data management

Training and Evaluation

- On-the-job training is conducted during the first three (3) months of hire per the training schedule provided to the employee at the time of hire.
- Upon completing the training and no later than at three (3) months of hire, employee is evaluated by the Executive Director.
- Employee's evaluation is conducted every six (6) months thereafter.

Time allocation

CCHI requires employee to:

- Work weekly with the following distribution of work hours:
 - at least two (2) weekdays (M-F) between 11 am -1 pm ET/8 am -10 am PT.
 - at least two (2) weekdays (M-F) for 2 hours between 4-10 pm ET/1-7 pm PT.
 - The rest of the work schedule is flexible and must be coordinated with the Executive Director at least one (1) week in advance.
- Handle commitments in both Eastern and Pacific time zones.
- Be available, if needed, on Saturdays per mutual, advance agreement and as instructed by the Executive Director. To the extent possible, hours worked on Saturday should be part of the 20-hour week.
- Occasional travel for in-person events may be required and will be coordinated with the employee. Travel time to/from destination is compensated as regular work hours.

Employee Status and Compensation

- The Administrative Specialist is an hourly, non-exempt administrative employee. The employment is on an at-will basis. The working week is established at **20 hours**.
- The hourly rate is \$20-26.

Fringe Benefits

The following is a summary:

- FICA, Workers' Compensation, Unemployment Insurance
- Annual and Sick Leave – accrued Paid-Time-Off (PTO) of 50 hours (i.e., **12.5 days**, with vacation time limited up to 5 sequential days (1 week), non-transferrable if not used)
- Holidays – eleven (11) days