

# Mid East Ohio Regional Council (MEORC)

## Position Description

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### Administrative Assistant

**Summary:** Under general direction of the Associate Director of Business, works closely with Office Directors and is responsible for providing administrative support, direction and assistance to management and/or department staff. Deals with a diverse group of important external callers and visitors as well as internal contacts at all levels of the organization. Independent judgment is required to plan, prioritize and organize diversified workload, recommends changes in office practices and procedures.

**Essential Functions:** Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Perform work related to Payment Authorization for Waiver System (PAWS), such as maintaining and distributing PAWS information, communicating with the department about PAWS issues, reconciling waiver match commitment, or preparing and submitting information to the department for PAWS entry;
2. Perform clerical work in support of investigating or monitoring Major Unusual Incidents and Unusual Incidents (MUI/UI);
3. Participate in, prepare for, or provide clerical support for stakeholder meetings, work groups, rule review/development, etc. that aim to improve the availability, quality, or cost-effectiveness of Medicaid services;
4. Assist with recruitment, training, and maintenance of a pool of providers, including maintenance of provider files;
5. Order and track supplies and make travel arrangements for the organization;
6. Greet and help guests, visitors, and others;
7. Answer the telephone and direct callers to appropriate personnel;
8. Open and coordinate dissemination of mail to a remote workforce;
9. Assist in preparation of presentation materials;
10. Utilize and maintain office equipment such as copier, fax, printer, projector, and postage machine;
11. Assist with marketing efforts on social media platforms;
12. Work with other staff to prepare reports and mailings, copy material for training, and conduct research for projects;
13. Facilitate immediate communication with customers;
14. Related duties as required.

#### Education and/or Experience:

- Associate Degree in related field is required;
- Minimum of two years of related office experience.

#### Certificates, Licenses, and Registrations:

- Valid Ohio Driver's license with vehicle insurance and reliable transportation.

#### Computer and Technology:

- Computer proficient with a strong knowledge of Microsoft Office applications.

#### Communication Skills: *(reading, writing, or speaking)*

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, policy and procedure manuals;

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- Ability to write routine reports and correspondence;
- Must be able to communicate effectively with vendors, employees and the public;
- Ability to answer customer questions when the situation involves confidential and challenging conversations.

### **Problem Solving/Decision Making:**

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists;
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

### **Working Relationships:**

- Works as a team member to assure coordinated, effective relations between MEORC staff, individuals, providers, county personnel, facilities, departments, and the MEORC governing board;
- Must be pleasant to the public;
- Ability to provide support and assistance to agency, county board and provider staff.

### **Work Environment:**

- Ability and willingness to travel (at times in inclement weather) from assigned location.

### **General Expectations:**

- Excellent organizational and time management skills with the ability to manage multiple priorities;
- Comply with the policies and procedures of MEORC, the State of Ohio, Federal Government and other applicable regulatory agencies in the performance of all duties;
- Model, at all times, appropriate social and moral behavior as a public service employee;
- Speak with the public effectively and understand the operations of MEORC and its participating County Boards of Developmental Disabilities;
- Understands and practices the professional code of ethics in keeping with the confidentiality of information and materials with which he/she may come into contact.

### **Additional Information:**

- Generally, 8 am to 4:30 pm Monday through Friday or as approved/requested by supervisor; flexible based on customer needs.
- FLSA status; eligible for overtime