**Job Title:** HCF Medical Referral Administrative Assistant

**Section:** Healthcare Fund Services

**Reports To:** HCF Manager

**Auth’d. Position #:** HCF Governing Committee

**Prepared By:** Administrator

**Prepared Date:** August 15, 2022

**Approved By:**

**Approved Date:**

**SUMMARY**

The principal duties and responsibility of this position is to serve as the administrative assistant of the HCF Manager, more specifically to the HCF Medical Referral Coordinator. The Assistant is to provide administrative support to the medical referral process and the overall operations of the HCF.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties maybe assigned.

* Serve as the administrative assistant to the HCF team more specifically to the Medical Referral Coordinator:
  + Warmly greet all incoming clients;
  + Provide transportation of clients (if available)
  + Set clients appointments;
  + Attend to all the communications verbal and in writing;
  + Assist and arrange for required documents for evacuation;
  + Keep the team informed of the documenting process of clients; and
  + Ensure that all clients submit the customer evaluation upon completion
* Receive and route all incoming and outgoing correspondence
* Assist with arrangement of clients transportation, ambulance, escort, testing, accommodation and all the requirements for traveling under medical referral program;
* Keep and maintain communications with Palau Embassies for VISA updates and extension if necessary.
* Ensure that housekeeping services is maintain regularly at the HCF Building.
* Perform other duties as tasked by the management

Duties may include meeting attendance, day-to-day oversight of work streams, and reporting of outcome as determined by management

**SUPERVISORY RESPONSIBILITIES**

Yes.

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations is available to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE**

Must have at least two-year degree in Office Administration or equivalent work experience. Must have at least two (2) years of administrative or office assistant experience, office experience within the medical field is preferred. Must be computer literate with knowledge of excel, word, and other related office software.

**LANGUAGE SKILLS**

Must have strong writing skills. Must be public oriented, have well-developed oral communication and inter-personal skills. Must read and speak English and Palauan.

**MATHEMATICAL SKILLS**

Must possess the ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

**REASONING ABILITY**

Must be detail oriented and possess the ability to define problems, collect data, establish facts, and draw valid conclusions.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Yes