

CARF Job Description

Job title:	Staff Assistant
Department/sub-department:	Survey Services/Staff Assistants
Reports to:	Team Lead, Staff Assistants and Survey Coordinators
FLSA status:	Non-exempt
Prepared by and date:	Human Resources Generalist/April 2013
Revised by and date:	Team Lead, Staff Assistants and Survey Coordinators/January 2017
Approved by and date:	Human Resources and Training Manager/January 11, 2017

Position summary

Provide administrative support for Survey Services operations.

Essential duties and responsibilities

The following duties and responsibilities represent the essential functions of this job that an individual must be able to perform with or without a reasonable accommodation:

- Administrative support duties, including but not limited to data entry, filing, mailings, copying, scanning, proofing, processing, mail merges, inventory, responding to emails, and fielding phone calls.
- Prepare and mail/email materials for scheduling letters, accreditation packets, surveyor packets, etc.
- Run batch reports and email/mail notifications.
- Complete quality audits.
- Scan and purge files according to established procedures.
- Enter surveyor itinerary information into AIMS.
- Provide daily backup for the front desk. Duties include: opening, sorting, and distributing mail; answering and routing phone calls; screening and checking-in visitors; and mailing accreditation certificates.
- Compile and send marketing materials.
- Proof details in all correspondence for grammar and accuracy and add inserts, as applicable.
- Process applications into the system as they are received and update AIMS appropriately.
- Inventory the supply room and initiate supply, as needed.
- Triage and route allegation calls.
- Provide customer service to organizations, surveyors, and customer service units.
- Collaborate effectively with team members to achieve departmental goals and objectives, while balancing competing and/or fluctuating workloads.

Note: Duties and responsibilities are not all inclusive and may change at any time, with or without notice. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Qualifications, education and/or experience

The following qualifications represent the training, education, certifications, licensures, and/or work experience required to perform the essential duties and responsibilities successfully:

CARF Job Description

- High school diploma or equivalent.
- One (1) year general administrative support experience, with emphasis on customer service.
- Utilize good writing, spelling, and grammar skills to respond to emails.
- Demonstrated skill in establishing/maintaining collaborative, professional relationships with team members.
- Demonstrated skill in time management, prioritization, and flexibility.
- Basic proficiency with Microsoft Office, e.g., Outlook, Word, Excel.
- Experience with a multiline phone system.

Competencies

The following competencies represent the knowledge, skills, and/or abilities required to perform the essential duties and responsibilities successfully:

Values-based competencies:

- **Respect** - Treats people with dignity and respect, values diversity, demonstrates cultural competence, promotes a harassment-free environment, keeps commitments, and inspires the trust of others.
- **Excellence** - Meets challenges with resourcefulness and generates suggestions for improving own work, as well as CARF products, services, and people.
- **Stewardship** - Follows policies and procedures, promotes safety and security awareness, works ethically and with integrity, upholds organizational values, maintains a positive and professional demeanor, and maintains and uses equipment and materials properly.
- **Partnership/teamwork** - Contributes to building a positive team spirit, puts success of team above own interests, exhibits objectivity and openness to others' views, gives and welcomes feedback, and supports everyone's efforts to succeed.
- **Excitement** - Supports bold thinking and develops innovative approaches and ideas.
- **Communication (open)** - Listens to others, acknowledges other points of view, effectively transfers information and expresses ideas in individual or group situations, and maintains confidentiality.
- **Technology** - Champions technology to support unique business solutions.

Core competencies:

- **Communication (oral)** - Speaks clearly and persuasively in positive or negative situations, listens and gets clarification, responds well to questions, participates in meetings, and demonstrates group presentation skills as appropriate.
- **Communication (written)** - Writes clearly and informatively, edits work for spelling and grammar, varies writing style to meet needs, presents numerical data effectively, and reads and interprets written information.
- **Continuous learning** - Continuously strives to build own knowledge, skills, and abilities; actively identifies new areas for learning; regularly creates and takes advantage of learning opportunities; and applies newly acquired knowledge, skills, and abilities.
- **Customer service** - Manages difficult or emotional customer situations, responds promptly to requests for service and assistance, solicits customer feedback to improve service, and meets commitments.
- **Dependability** - Works independently within general guidelines, accepts responsibility for own actions, keeps commitments; meets productivity standards, completes work in a timely manner,

CARF Job Description

and manages attendance to meet work requirements by adhering to company attendance policy and arriving to meetings and appointments on time.

- **Job knowledge** - Understands job duties and responsibilities; possesses necessary job skills and knowledge, understands and uses technology appropriately, understands and promotes department mission and values, and keeps current with new developments in profession and field.
- **Leadership** - Displays passion and optimism, inspires respect and trust, influences actions and opinions of others as appropriate, mobilizes others to fulfill the vision as appropriate, and provides vision and inspiration to peers and/or subordinates.
- **Planning/organizing** - Prioritizes and plans work activities; uses time efficiently, sets short-and long-term goals and objectives, aligns objectives and actions with organizational goals, and develops realistic action and contingency plans.
- **Problem solving** - Anticipates, identifies, and resolves problems in a timely manner; gathers and analyzes information skillfully; works to overcome obstacles; develops alternative solutions; works well in group problem-solving situations; and uses reason even when dealing with emotional topics.
- **Productivity** – Efficiently plans, sets priorities, and executes work; accurately scopes out work; creates efficient workflows, processes, and procedures; meets productivity standards; allocates resources properly; and takes on additional responsibilities, as needed.
- **Quality** - Demonstrates accuracy and thoroughness, monitors own work to ensure quality, and looks for ways to improve and promote quality standards.

Position-specific competencies:

- **Adaptability** - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; and deals with frequent change, delays, or unexpected events.
- **Business acumen** - Understands business implications of decisions and aligns work with departmental and/or organizational goals.
- **Initiative** - Seeks increased responsibilities, takes independent actions and calculated risks, effectively identifies new opportunities and challenges, and determines how to facilitate positive outcomes.
- **Innovation** - Displays original thinking and creativity, meets challenges with resourcefulness, develops innovative approaches and ideas, and presents ideas and information in a manner that gets others' attention.
- **Interpersonal skills** - Focuses on solving conflict, not blaming others; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas; and tries new things.
- **Judgment** - Displays willingness to make decisions, exhibits sound and accurate judgment, supports and explains reasoning for decisions, includes appropriate people in decision-making process, and makes timely decisions.
- **Motivation** - Sets and achieves challenging goals, demonstrates persistence and overcomes obstacles, measures self against standard of excellence, and takes calculated risks to accomplish goals.
- **Multitasking** - Displays an ability to handle multiple tasks in an efficient and timely manner.
- **Project management** - Develops project plans; coordinates projects, communicates changes and progress, completes projects on time and within budget constraints, and manages project team activities.
- **Research** - Identifies relevant sources of information, synthesizes data into meaningful terms, and presents interpretation of findings.