

Nov 2017

JOB TITLE: Medical Office Administrative Assistant

Hourly, part-time position: 20 hours per week (*schedule may be arranged to spread work-time unevenly over the 5 workdays of each week, but must include at least 4 hours scheduled for Mondays*)

Work location: TEAM's Carol Stream, IL office (400 S. Main Place, Carol Stream, IL 60188)

Reports to: Medical Office Director

DEPARTMENT: Medical Office, which is part of the Personnel Group in the Services functional group

OVERVIEW: This position provides administrative support to the Director of the Medical Office, caring for tasks related to managing the provision of healthcare for TEAM's international missionary workforce and assisting new missionaries prepare for international service.

INDIVIDUAL PROFILE: The Medical Office Assistant will be a believer in the Lord Jesus Christ, be in fellowship with a Bible-believing church, and want to make a difference through involvement in world mission. This individual must personally embrace the purpose, vision, and values of TEAM.

PRIMARY RESPONSIBILITIES: The Medical Office Assistant's responsibilities include:

- Managing correspondence for the Medical Office (mostly email)
- Handling general Medical Office phone calls, mail, email and walk-in visitors
- Scheduling medical appointments for missionaries
- Preparing, sending and tracking customized medical check-up packets and medical reports for applicants and missionaries
- Assisting in preparation of Medical Office materials for TEAM training events
- Maintaining accurate and up-to-date healthcare information in a secure information system
- Managing general office administrative tasks (expense reports, invoices, budget tracking, etc.)
- Other tasks as requested ...

KEY SKILLS and REQUIREMENTS

- Detail oriented, accurate and careful (but not slow)
- Quick to laugh – good sense of humor
- Confident and emotionally mature
- Able to maintain confidentiality

- Willing to assist in both humble and glorious tasks
- Computer competent with an attitude that embraces information technology
- A blend of communication styles: process, people, action, and idea
- Able to explain complex matters in simple, clear language (written and verbal)
- Excellent computer skills and ability to learn new software easily
- Proven ability to maintain strict confidentiality; ideally with experience / knowledge of working in a HIPAA work environment
- Desired: experience or training in small office management or some area of healthcare
- Probability of staying with the job at least two years

PHYSICAL AND OTHER REQUIREMENTS: The work is performed primarily in an office setting. Candidates will be required to have the following physical abilities with or without reasonable accommodation:

- Communicate appropriately and clearly both verbally and in writing with telephone callers, office visitors and co-workers
- Comprehend and speak English with the general public and co-workers; able to accurately proofread written materials
- Operate office equipment in order to send and receive information with necessary optical, auditory and manual dexterity (fax machine, copier, etc.)
- Use a keyboard and mouse to enter, retrieve or transfer words or data
- Work for extended periods of time at a computer, which requires the ability to focus on and read/comprehend information on a computer screen, basic typing to enter information and/or move from screen to screen on the computer to view information
- Sit at an office desk for extended periods of time
- Tolerate dust and fumes from general cleaning and maintenance procedures
- Walk, stand, and stoop; put in or retrieve papers from file cabinet drawers
- Perform basic mathematical calculations
- Manual dexterity to handle/process mail
- Lift items weighing up to 20 pounds occasionally
- Able to go up and down stairs daily

ABOUT THE EMPLOYER: TEAM (The Evangelical Alliance Mission) is a global mission agency that partners with local churches to send missionaries to establish reproducing churches among the nations. In order to accomplish these objectives, we subject our lives to the truth of Scripture, and we rely on God through prayer.

Applications for employment are available online at www.TEAM.org

Inquiries may be made to:

TEAM / The Evangelical Alliance Mission
 400 S. Main Place, Carol Stream, IL 60188-2407
 Human Resources Manager
 Ph. (630) 614-4871 <> Human.Resources@TEAM.org

STAFF JOB COMPETENCIES

The following list describes the general competencies that correspond to responsibilities, skills and requirements of the staff job description, leading to effective work. These are provided as a roadmap for on-the-job development through Learning, Experience and Coaching. They provide the basis for annual employee development goals.

- **Interpersonal Skills**
 - Treats others appropriately with courtesy, sensitivity and respect
 - Resolves differences effectively and graciously
 - Contributes to team cooperation within and among work groups
- **Communication**
 - Listens actively and asks for clarification as needed.
 - Expresses thoughts clearly in speaking and writing
 - Selects the medium, forum and manner appropriate for the setting and culture
- **Decision-making**
 - Considers differing points of view and seeks input
 - Able to analyze facts, solve problems and make decisions
 - Demonstrates prayerful discernment and good judgment
- **Adaptability**
 - Flexible in dealing with people's differing work styles and cultures
 - Responds constructively to setbacks and changing conditions
 - Receptive to new or additional assignments
- **Task Management**
 - Demonstrates mastery of fundamentals required for the assignment
 - Plans, organizes and prioritizes workload for timely completion
 - Takes initiative that leads to effective results
- **Servanthood**
 - Shows a commitment to serve for the good of others
 - Ensures that actions meet the needs of the work context
- **Continual Learning**
 - Assesses and recognizes own strengths and weaknesses
 - Maintains a growth plan updated on a yearly basis and pursues self-development
 - Regularly meets with a growth partner for accountability and encouragement