POSITION TITLE: Administrative Assistant Receptionist

DEPARTMENT: Administration

MISSION STATEMENT:
The Donor Network West’s mission is to save and improve lives through organ and tissue donation for transplantation.

We concentrate our efforts on the recovery of vital organs such as lungs, heart, liver, kidneys, heart-lung and pancreas from deceased donors and placement of these organs with the over 100,000 people who are currently waiting for a life-saving organ transplant in our country. The Transplant Network also recovers corneas and a variety of tissues. The Transplant Network also offers on-going support and resources for both organ and tissue donor families.

VISION:
Our vision is to provide premier-level service to the community acting as the primary resource for organ and tissue donation in our area. We will provide excellent and compassionate support and service to the public and the health care professionals who serve them in the hope that each person who is eligible will be able to be a donor.

CORE VALUES:
We will strive to attain our vision by incorporating our core values of passion, integrity, and teamwork.

JOB SUMMARY:
The Administrative Assistant Receptionist must be dedicated to supporting the mission of the Donor Network West to save and improve lives through organ and tissue donation for transplantation. This individual provides administrative support services for the Oakland Office and performs a variety of detailed, complex, responsible, and confidential duties. This position requires a proactive team player who must uphold the core values of the organization which include passion, integrity, and teamwork.

ESSENTIAL JOB FUNCTIONS:

1. Responsible for answering Donor Network West main office phones.

2. Responsible for general appearance of front lobby area. Secondarily responsible (Office Manager is primary) for the appearance of the Oakland office in general including kitchen, mailroom, conference rooms and hallways.

3. Responsible for Statline messages from afterhours calls. Distributes messages daily via email to the appropriate staff.

4. Manage mail system in Oakland office. Open all mail (exceptions: CEO, COO, CFO and HR), process and distribute in a timely manner. Update mailboxes as required. Send mail to staff who request home delivery on a weekly basis.

5. Keeps an accurate log and deposit stamps of all checks sent to DONOR NETWORK WEST and provides them to Accounts Receivable in Finance on a daily basis.

6. Creates an official DONOR NETWORK WEST thank you letter for financial contributors and mails them within a week of receipt of the funds.
7. Works with Finance as assigned. Responsible for billing letters to hospitals from weekly donor report. Responsible for quarterly reminder letters to hospitals regarding billing processes with donors.

8. Works with Quality Systems department with tasks as assigned. Including but not limited to reviewing and creating charts utilizing the weekly report, RNR’s, CNR’s and iTransplant and completing the charts as necessary within a week of each weekly report. Assists with assembling binder shells for donor cases.

9. Administrator of data storage (Datasafe) files. Electronically tracks requests and returns of files. Follows up as necessary with staff for the return of the files.

10. Works with Hospital Services department as assigned. Including correspondence to hospitals, physicians and Medical Examiners.


12. Cross trains with Office Manager.

13. May be required to perform other duties as assigned.

The DONOR NETWORK WEST has the right to revise this job description at any time. The job description is not a contract for employment, and the employee or the DONOR NETWORK WEST may terminate employment at any time, for any reason.

REPORTING TO:
Executive Assistant

DIRECT REPORTS:
N/A

KNOWLEDGE, SKILLS AND ABILITIES:
The Receptionist must have the ability to communicate and present information effectively within a team environment. This position requires a proactive team player who must uphold the core values of the organization which include passion, integrity, and team work. This individual must possess strong interpersonal skills that would allow him/her to deal effectively in a dynamic field. This position requires strong attention to detail, written and verbal communication skills.

EDUCATION AND/OR EXPERIENCE:

Education:
Required: Completion of the 12th grade or GED equivalent.

Preferred: Graduation from an accredited business school/college.

Experience:
Preferred: Minimum 2 years of related administrative work experience. Proficient in use of all Microsoft Suite products including Word, Excel and Powerpoint.

Certification/License:
N/A

Other:
Proficient in use of office equipment, including but not limited to word processor or personal computer, fax machine, calculator, photocopier, portable telephone, and of LCD, slide, and overhead projectors.
RESPONSIBILITY FOR INTERPERSONAL AND CUSTOMER RELATIONS:
Adheres to the principles of “customer service” in all aspects of the job. Supports fellow employees and others to further the achievement of Donor Network West mission. Builds and maintains positive relations outside of DONOR NETWORK WEST. Represents DONOR NETWORK WEST effectively in client situations and to the general public.

CONTRIBUTION TOWARD WORK DIRECTION AND/OR TEAM PARTICIPATION:
Makes efficient and effective use of own time. Sets and meets realistic deadlines. Attends and participates in departmental and organizational meetings.

PARTICIPATION IN CONTINUOUS QUALITY IMPROVEMENT:
Supports the vision and mission of DONOR NETWORK WEST. Is committed to proactively focusing on and reviewing data that is collected as it relates to his/her job responsibilities.

PHYSICAL DEMANDS:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is required to sit, stand, bend and walk. The employee may also be required to move up to 50 lbs. and/or perform repetitive duties from time to time.

ENVIRONMENTAL INFLUENCES:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Reviewed by HR: ___________________________ Date: ______________
Supervisor: _________________________________ Date: ______________
Employee: _________________________________ Date: ______________

Note: Your signature serves as confirmation that you have read and understand this document. It is not a contract between DONOR NETWORK WEST and the employee. DONOR NETWORK WEST reserves the right to revise the job description.