

# Valley AIDS Council/Westbrook Clinic

## Job Description

**JOB TITLE:** Administrative Assistant

**FLSA STATUS:** Non-Exempt

**APPROVED BY:** CEO

**APPROVAL DATE:** 9-24-25

**DEPARTMENT:** Administration

**REPORTS TO:** CEO

**EMPLOYEE RISK FACTOR:** III

Performs tasks that do not routinely involve exposure to blood, body fluids or tissues, and are not called on to perform or assist in emergency medical care or first aid to be potentially exposed in any other way as a condition of employment.

### **SUMMARY:**

The Administrative Assistant for the Board of Directors provides high-level, confidential administrative and governance support to the Board and its committees. The ideal candidate is an exceptionally organized, proactive, and discreet professional who can manage complex schedules, communications, and confidential materials. This role ensures the efficient functioning of the board and serves as a primary point of contact for directors, executive leadership, and other key stakeholders.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

#### **Board and committee meeting management:**

- Schedule and coordinate all board and committee meetings, including securing venues, managing logistics, and handling all technical requirements.
- Prepare and distribute meeting materials (known as "board packets") well in advance, ensuring all documents are accurate and complete.
- Attend meetings to record and transcribe accurate, high-quality meeting minutes and resolutions.
- Maintain and organize all official board records, archives, and documents, both physical and electronic, in accordance with the records retention policy.

#### **Communication and records management:**

- Serve as the primary liaison, fielding inquiries from board members, executive staff, and external parties with professionalism and diplomacy.
- Manage and update board-specific contact lists, distribution lists, and mailing lists.
- Handle sensitive and highly confidential information, exercising discretion and good judgment at all times.
- Assist in coordinating regulatory filings and compliance-related documentation as required.

#### **Director support:**

- Maintain board members' calendars and assist with scheduling appointments and meetings as needed.
- Coordinate travel arrangements and process expense reports for directors in accordance with company policy.
- Support the on-boarding and orientation of new board members.

## **Executive and organizational support:**

- Provide administrative support to the CEO and other executives related to board activities.
- Prepare professional-level administrative reports, presentations, and correspondence.
- Support special projects or events initiated by the board or executive leadership.
- Will assist CEO and C-suite in completion of administrative duties and projects.
- May assist the Executive Assistant in administrative duties or serve as backup as necessary to meet deadlines such as coordinating committee meetings, making travel arrangements, completing mileage and expense reports, develop tickler files, data bases and recordkeeping systems for easy retrieval of documents and information and in preparation for audits.
- Will assist Executive Assistant in compiling social media post/webpage upload requests, for screening and approval by CEO or designated C-suite staff.
- Flexibility to work extended hours, evenings, or weekends as necessary to achieve organizational goals.
- Must attend all meetings, training courses as required by VAC, funding sources and regulatory agencies.
- Must set the example and abide by Employee handbook, Safety policies and all agency policies and procedures.
- Must abide and enforce HIPAA, OSHA regulations and agency policies and protocols or any other applicable rules and regulations, without exception.
- Some overnight travel is required.
- Other projects/duties as assigned for the overall benefit of the organization.

## **Minimum qualifications: Education and Experience:**

- Associate's Degree in business administration, marketing or related field.
- Business Administration Certificate or related field required plus 4 years experience in an Administrative Assistant capacity reporting to C-suite.
- Education may be substituted by experience. Two (2) years of experience for one year of education.
- Experience in a not for profit and healthcare setting highly desired. Experience in FQHC setting desired.
- Proficient in Microsoft Office 365, Word, Excel, databases and communication/conferencing platforms.
- Proficient in handling sensitive matters pertaining to corporate office in timely manner.
- Excellent communication verbal and in writing.

## **Minimum qualifications: Knowledge, Skills and Abilities:**

- Thorough knowledge of board governance procedures and the ability to maintain the highest level of confidentiality with sensitive information.
- Expertise in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint) is mandatory. Familiarity with cloud-based productivity suites (e.g. Boardpaq) and board management software is a plus.
- Knowledge of best practices for record-keeping and document retention, including legal requirements pertaining to corporate records.
- Knowledge of professional business formats and exceptional command of grammar, spelling, and vocabulary.
- Excellent organizational skills with the ability to plan, prioritize, and manage a high volume of complex tasks with tight deadlines.
- Excellent verbal, written, and interpersonal communication skills, with a professional and diplomatic demeanor.
- Ability to work independently with minimal supervision, demonstrating initiative.
- Meticulous attention to detail, especially when preparing and proofreading materials for board meetings.

- Ability to navigate politically sensitive situations with tact and sound judgment, anticipating the needs of board members and executives.
- The ability to remain calm and professional under pressure, with the flexibility to adapt to frequent changes in assignments and priorities.
- Maintain confidentiality of all agency, personnel, and other matters without exception.
- Familiarity with medical terminology, HIPAA regulations, and patient-centered initiatives..
- Proficiency in Microsoft Office, donor databases, and scheduling tools, communication and conferencing platforms, website/social media platforms.
- Display teamwork abilities and provide feedback conducive to a positive environment.
- Ability to demonstrate empathy and discretion when handling sensitive information and relationships.
- Ability to troubleshoot issues and support decision-making under pressure.
- Managing stress in fast-paced healthcare environments
- Ability to communicate verbally - Bilingual (English-Spanish) highly desired.

### **SPECIAL REQUIREMENTS/QUALIFICATIONS:**

Active State of Texas Class “C” Driver’s License. Employee must maintain all certifications, licenses and/or registrations consistent with Westbrook Clinic policy and Texas State Law. Required state mandated auto liability insurance at all times.

### **EQUIPMENT USED:**

Office equipment, business office software/databases and social media/online portals. Use of personal computer, including word processing and spreadsheet programs; general office equipment and procedures. Operate an automotive vehicle.

### **PHYSICAL DEMANDS and WORKING CONDITIONS:**

- Work is predominantly performed in an office setting where the noise level is usually quiet.
- Sitting for extended periods
- Frequent use of PC - Typing and screen use for long durations, close vision and adjust focus.
- Office setting and exposed to heat during events or when traveling from site to site (within RGV)
- Safely operate an automotive vehicle.
- Event support may require standing, walking, or light setup/cleanup
- Occasional lifting of office supplies or event materials (up to ~20 to 30 lbs) with or without assistance.

*This job description should not be interpreted as all-inclusive or as an employment agreement between the employer and employee. It is intended to identify the essential functions and requirements of this job and is subject to change as the needs of the employer and requirements of the job change. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Any essential functions of this position will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.*

*Westbrook Clinic is an Equal Opportunity/Affirmative Action employer, welcomes individuals from diverse backgrounds and perspectives, and believes that an inclusive and respectful environment enriches the Agency community and the employment experience of its members. Westbrook Clinic prohibits discrimination against individuals on the basis of race, color, national origin, religion, sex, sexual orientation, disability, age, status as a veteran or special disabled veteran, gender identity or expression, genetic information, pregnancy, childbirth or related medical conditions and any other prohibited characteristic. Please visit our website to view all Agency Policies and Workplace Postings.*

*Background investigations and a drug screen are required for all new hires as a condition of employment, after the job offer is made. Employment will be contingent upon Westbrook Clinic’s acceptance of the results of the background investigation and drug screen.*

