Quality Improvement Administrative Assistant

Job Title: Administrative Assistant
Location: Mount Vernon, Ohio
Job Type: Full-Time
Reports To: Clinical Director
Department: Quality Improvement

About Us:

Knox County Community Health Center is a leading medical practice dedicated to providing exceptional care to our patients. With a team of skilled professionals and state-of-the-art facilities, we aim to deliver high-quality services in a comfortable and welcoming environment. As we continue to grow, we are seeking a dynamic and experienced Administrative Assistant to join our team.

Position Summary:

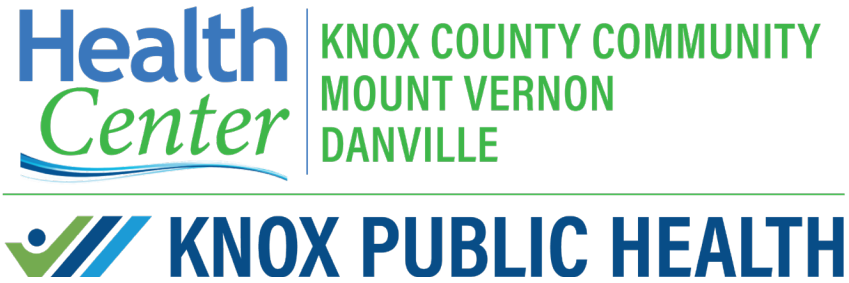
We are seeking a highly organized and detail-oriented **Administrative Assistant** to support our quality improvement and population health initiatives. Under the direction of the Clinical Director and in coordination with the Population Health Navigator, the successful candidate will provide administrative and operational support for departmental audits, value-based care initiatives, and data quality efforts across the agency.

Essential Duties and Responsibilities:

- Assist with individual departmental audits and ensure proper documentation.
- Prepare value-based care performance reports for review by the Quality Improvement Manager.
- Collaborate with the quality improvement team to identify data errors and operational trends using systematic methods.
- Enter and manage accurate data within the electronic health record (EHR) system.
- Coordinate administrative tasks for quality improvement initiatives, including scheduling appointments, managing agendas, and handling related communications.
- Retrieve and document results and records related to clinical utilization measures (e.g., contacting patients, verifying appointments, reviewing EHR notes).

Qualifications:

- Minimum of a high school diploma or equivalent, **required**
- Associate's Degree or its equivalency in a related field, preferred
- Minimum of one year of experience in an office setting, preferred



- Advanced verbal and written communication skills
- Proficient organizational skills and attention to detail
- Proficient computer and technology skills
- Professional discretion and interpersonal skills
- Exceptional time management skills
- Ability to multitask and prioritize tasks
- Proficient knowledge of Microsoft Suites (Word/Excel/PowerPoint)
- Proficient knowledge of Google Apps (Docs/Sheets/Slides)

Preferred Attributes:

- Ability to work independently and collaboratively in a fast-paced environment.
- Strong attention to detail and organizational skills.
- Ability to handle sensitive patient data with discretion and confidentiality.
- Minimum of one year of experience in a related field (preferred)
- Knowledge of primary care, dental, and behavioral health operations (preferred)
- Familiarity with Medicaid, Medicare, and commercial insurance (preferred)

Benefits:

- Competitive salary commensurate with experience
- Health insurance, dental benefits, and retirement savings plan
- Paid time off (including sick time, vacation leave, personal hours and holidays)
- Opportunities for professional development and continuing education
- Positive and collaborative work environment

How to apply:

If you are looking to make a change in the direction of your career and enjoy working in a fast-paced environment while keeping the standards of output efficient and on task, submit your resume and application for employment on our website at https://www.knoxhealth.com/index.php/administration/human-resources Position open until filled.

THIS IS NOT A REMOTE OR WORK FROM HOME POSITION

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