



Roles and Responsibilities

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| Job Title | Administrative Coordinator | Position Type | [Part-time] |
| Hours | 20 – 32 hours/week | Direct Supervisor | Christina DeFrancisco <i>Executive Director</i> |

Job Summary

The Administrative Coordinator is responsible for providing mission-driven service, dedicated to donor/patient care while executing administrative tasks for the Foundation. Tasks include; handling the phone, email, letter/ mailing correspondence, coordinating and scheduling hearing screenings, Children’s Clinic and Help Us Hear program patients, and maintaining and managing other administrative tasks with excellent organization. Keeping their workspace orderly and contributing to the organization’s overall organization and cleanliness. They work to meet patient/donor needs and handle inquiries professionally. The Administrative Coordinator contributes to the Foundation’s overall goals by promoting the mission and delivering accurate information to the public.

Responsibilities

- Responds to questions regarding the Ear Research Foundation
- Learn to recognize a potential opportunity and facilitate smooth patient/donor flow and services
- Have knowledge and understanding of the Foundation’s mission, purposes, and programs.
- Demonstrates excellent patient/donor care and organizational skills, is a team player, and supports the team for Foundation growth.
- Administrative: answering phone calls, routing/replying to messages, communicating via phone/email to inquiries, data entry, mailings for fundraising, updating and maintaining databases, preparing forms/documents for events, patients, donors or to display, managing supplies, editing and updating Foundation forms/documents, social media updates, event and program setup, and assistance.



- **Hearing Screenings:** Contact person for correspondence with local schools requesting screenings, schedule screenings, manage screening calendar, provide necessary forms and documents to schools, organize and manage supplies and equipment, take photos of screenings, receive equipment training, communicate with the volunteer coordinator to staff screenings, update, and track data and provide weekly updates, sustain screening documents and files in an organized, orderly process.
- **Children’s Hearing Clinic:** Oversee schedule of clinic dates, work with Volunteer Coordinator for staffing needs, contact and communicate with parents of children who have failed their screening, schedule appointments for clinic dates, manage and maintain supplies and equipment, take photos, manage patient data and files, update, edit and administer correct forms and paperwork, confirm appointments via email and phone, setup for clinic dates, provide and assemble proper supplies for staff and utilized rooms, keep sanitary and clean clinic, ensure patient paperwork is complete, check charts for patient/appointment notes, chart notes, breakdown and clean-up of clinic dates, update clinic data and provide weekly updates.
- **Help Us Hear Program:** Check submitted applications, review applications to ensure completed and required documents are provided, contact applicants if items are missing, keep applicant files organized by process, set review dates, compile applicant/information for review dates, send denial and acceptance letters and calls, coordinate scheduling for accepted applicants, take photos of appointments, welcome applicants upon appointment arrival, communicate with past and current patients requesting testimonials,
- **Support Groups/Webinars:** Manage the calendar and scheduling for group dates and webinars, ensuring there are no other date/time conflicts. Set up refreshments. Assist with AV/IT needs and pre-event testing. Manage registration and check-ins.
- **Foundation Events:** Provide support to staff and event guests, assist with planning, setup and event execution.

Job Requirements

- Experience in the medical field, patient relations and customer service a plus, not required.
- Ability to work flexibly; some weekends and evenings are required.
- High School diploma required.
- Background check is required.
- Must have previous experience in similar positions or job roles.