



Mission Statement: Mercy Clinic exists to show Christ's love and compassion by providing free health care, spiritual care, and assistance in self-help to the underserved population of south Fort Worth. This ministry is guided by the actions of Jesus as described in Matthew 9:36. "When Jesus saw the crowds, he had mercy on them, because they were harassed and helpless, like sheep without a shepherd."

Mercy Clinic, Administrative Assistant Position Description

Title:	Administrative Assistant
Full or Part Time:	Full Time (35 - 45 hours weekly, some non-traditional)
Paid or Volunteer:	Paid – Hourly
Hourly Rate:	\$16 - \$18, depending on experience (is not benefits eligible)
Reports To:	Chief Operating Officer
Supervises:	no direct reports currently
Other Relationships:	Works with Clinic Staff, Volunteers and Patients

The Role

The Mercy Clinic Administrative Assistant supports the clerical and clinical functions of Mercy Clinic. They serve as the welcoming voice on the phone and the hub of administrative organization. They steward patient and volunteer relationships.

Top priorities

- Patient Scheduling
- Administrative Support of Executive Director, Chief Operating Officer, and Business Manager
- Answer Phones, voice of Mercy Clinic to patients and volunteers
- Staff Clinic one evening a week – see Hours

Patient Scheduling

- Assist with patient applications for services over the phone and in person
- Assist with registration of patients and other duties during clinic hours
- Assist with preparation of all rooms for each clinic session including supplies and computers
- Communicate appointment schedules for clinic including follow up of missed appointments
- Help with communication and translation for patients regarding lab and imaging results
- Assist with processing referrals of patients to other agencies and community partners
- Assist with obtaining patient records from other agencies
- Assist with event planning and execution
- Perform other duties as assigned by supervisor

Administrative Support

- Maintain routine office hours for the operations of Mercy Clinic
- Answer phone and collect mail
- Support Business Manager by assisting with invoices preparedness for payment and filing
- Perform clerical duties such as filing, typing, copying, scanning, mail merge in support of clinic operations
- Assist with planning and execution of annual external events to include fundraising events
- Support Executive Director with Staff and Volunteer meeting preparation
- Support Development efforts with data entry and management

Key Characteristics/Traits

- Collaborative
- Ability to organize tasks and prioritize projects
- Ability to work congenially and productively with staff, clients and volunteers
- Personal accountability
- Demonstrated ability to manage multiple projects concurrently
- Deadline oriented
- Rigorous attention to detail
- Ability to take initiative

Qualifications

- Bilingual in Spanish and English, native Spanish speaker preferred
- Proficient in Microsoft Office and database management
- Excellent communication skills (oral, written, and interpersonal)
- Ability to maintain confidentiality regarding all sensitive client information
- Medical experience preferred
- Certified Community Health Educator preferred
- 2+ years in Administrative Support position

Hours

Expected to cover one evening clinical shift per week. Listed are the current office and clinical hours.

Office Hours: Monday – Thursday 8 AM – 5 PM

Friday 8 AM – 12 noon

Clinical Hours: Monday, Tuesday, Thursday 5 PM – 8:30 PM

Wednesday 1 PM – 5 PM

Required to stand, walk, sit, and climb stairs; talk or hear, both in person and by telephone. Regularly required to stoop, kneel, bend, crouch, and lift, up to 25 pounds.

Interested applicants should submit their resume and cover letter to mercyclinic@mercy-clinic.org with **Administrative Assistant** in the subject line. **No phone calls will be accepted.**