

**ALBUQUERQUE AREA INDIAN HEALTH BOARD, INC.**  
**POSITION DESCRIPTION**

**TITLE:** Audiology Program Assistant

**REPORTS TO:** Audiology Program Manager

**LOCATION:** AAIHB, ALBUQUERQUE

**FLSA STATUS:** Non-Exempt (Full-Time)

**GENERAL DESCRIPTION:**

Audiology Program Assistant duties and responsibilities include providing administrative support to ensure efficient operation of the Audiology Program. Supports Program Manager, Audiologists and Health Care Technicians through a variety of tasks related to the program and communication. Responsible for confidential and time sensitive material. Familiar with the organization's practices and procedures. Effectively communicate via phone and email ensuring that all duties are completed accurately and delivered with high quality and in a timely manner.

**PROGRAM ASSISTANT DUTIES AND RESPONSIBILITIES:**

- Checks in hearing aids, logs into database and coordinates with various hearing aid vendors to receive hearing aids in a timely manner.
- Distributes hearing aids to audiology personnel.
- Prepares shipments of hearing aids to hearing aid manufacturers on a daily basis.
- Sends hearing aids to clinics or patients using certified mail.
- Mails out reports, letters, correspondence from Audiologists to patients.
- Forwards messages and/or audiology patient concerns to Audiologists and/or Health Technicians.
- Assists audiology patients with general inquiries and minor hearing aid repairs.
- Respond to patient queries, responsible for the Hearing Aid Battery transactions while adhering to HIPPA codes.
- Data entry and file maintenance of patient information in charts.
- Serves as point of contact for walk-in audiology patients.
- Provides assistance to Health Care Technicians with daily tasks when they are out of the office.
- Maintains hearing aid log: devices ordered, devices received and payments received.
- Monitors office supply inventory and orders office supplies and prepares and processes purchase requisitions.
- Organizes and maintains supplies in file room.
- Creates and modifies documents using MS Office software, Word and Excel.
- Performs monthly staff meeting summary for Program staff.
- Performs other duties and related tasks as assigned.
- Coordinates leave with all staff to ensure adequate program office coverage.

**KNOWLEDGE REQUIREMENTS:**

- Proficiency in oral and written communications.
- Strong customer orientation.
- Ability to organize time effectively.
- Ability to follow verbal and written instructions and excel at details.
- Proficiency in the use of software programs such as MS Word, Access, PowerPoint, Excel, and internet.
- Professional attitude and good judgment is essential.
- Ability to perform a variety of ongoing tasks efficiently and productively.
- Knowledge and/or experience working with American Indian communities and cultures.

**QUALIFICATIONS:**

- High School Diploma
- 3 or more years of administrative support experience.
- Customer service and telephone skills.
- Knowledge and/or experience working with Native American communities and cultures.
- Ability to establish and maintain harmonious working relationships with employees, community members, board members and other persons making contact with AAIHB.
- Dependability regarding attendance and punctuality.
- Commitment to be cross-trained in other departments to meet program needs.
- Excellent communication skills.
- Mature judgment and professionalism in handling confidential matters.
- Able to operate a motor vehicle and have a valid State driver's license.
- Completion of background investigation is required.
- Thorough knowledge of office practices and procedures of an Administrative Assistant.
- Proficiency in various office applications such as word processing, data bases and spreadsheets.
- Some accounting skills.

**WORK CONDITIONS/PHYSICAL REQUIREMENTS:**

- Complete HIPPA certification within 30 days.
- Work is performed in a typical interior office environment.
- Talk, listen, and sit for an extended period of time.
- Stand, use hands to hand objects, equipment, controls and reach with arms and hands.
- Come in direct daily contact with staff and public.
- Walk frequently to offices, file room, board room, and entrance to greet patients/visitors.
- Operate standard office equipment and multi-line telephone.
- Noise level is usually minimal.
- Drive company-leased vehicle for company related business.

**DUTY STATION:** Albuquerque, New Mexico

Morning Work Hours 8:00 am – 12:00 pm

Lunch Hour 12:00 pm – 1:00 pm

Afternoon Work Hours 1:00 pm – 5:00 pm

**PREFERENCE:**

Qualified American Indian applicants will be given preference in accordance with the exemption provided under Title VII of the Civil Rights Act of 1964.

**TO APPLY FOR THIS POSITION:** Send CV/Resume, list of three professional references, and cover letter that includes salary requirement to [jstus@aaihb.org](mailto:jstus@aaihb.org) or regular mail to: Joy Stus, Human Resource Manager, Albuquerque Area Indian Health Board, Inc., 7001 Prospect Place, NE, Albuquerque, NM 87110. No phone calls.

**For best consideration, please forward all application materials by December 15, 2021 by 5 pm.**