



### **Position: Office Administrator**

**Benefits in Action** is a nonprofit organization dedicated to supporting our diverse community with a focus on the elderly and underserved, to improve their understanding, access, and utilization of food- and health-related benefits to enhance food security, health, and well-being. In 2022, Benefits in Action provided services to more than 14,000 individuals by assisting them with Medicaid, Medicare, Connect for Health, SNAP, food delivery, and issues related to social isolation. Volunteers are an integral part of our organization.

### **About the Role:**

The Office Administrator is responsible for coordinating office processes and procedures. The Office Administrator serves as the organization's HIPAA privacy officer and is responsible for ensuring staff and volunteers comply with HIPAA protocols, policies, and procedures. Maintains all Business Associate Agreements for partners and collaborators and monitors, trains, and supports all staff and volunteers in HIPAA compliance training and procedures.

The office administrator will work together with the Executive Director to maintain the organization's policy and procedures manual and provides support to the Benefits in Action Board of Directors when requested, The Office Administrator is responsible to ensure that all data is collected and stored appropriately and in a manner that allows for accessibility for reporting of data and analytics.

The Office Administrator will have strong technology skills and will be responsible for working together with the Benefits in Action IT support contractor to ensure the security of data and operational efficiency.

The Office Administrator will, together with the Leadership Team, act as a strategic advisor to the Executive Director on setting goals, information flow, policy development and other areas as needed. The Office Administrator will attend meetings of the Board of Directors as requested documenting those meetings and providing reports and other input as needed.

The Office Administrator will work together with the Director of Operations and Vendor Management to draft and edit contracts for Board of Director approval. The Office Administrator will work closely with the Volunteer Department and program managers to ensure volunteers are integrated into the day-to-day work of the office and have the technology and HIPAA support and training they need. The Office Administrator reports to the Executive Director and works closely with directors, other managers, and operations staff to ensure staff and volunteers meet and maintain productivity and efficiency goals and are compliant with grant budget and responsibilities. The Office Administrator models appropriate behavior and work style to staff and includes attention to the Benefits in Action Diversity, Inclusion, and Equity plan.

**Education/ Work Requirements:**

- Bachelor's Degree or equivalent preferred (3+ years of work experience can supplement education requirements)
- 2+ years of relevant experience
- Experience in developing, implementing, and ensuring compliance with policies and procedures.
- Strong knowledge and understanding of HIPAA regulations.
- Strong knowledge and understanding of technology.

**Other Required Strengths:**

- Ability to maintain confidentiality and standards of conduct according to policy and safeguard the assets of the organization.
- Exhibit maturity through effective time management, dependability, self-discipline, and flexibility
- Demonstrate proactivity by taking responsible actions that are consistent with the agency's mission.
- Ability to work with individuals and organizations at all levels.
- Ability to be flexible and work on a passionate team.
- Understanding of and commitment to competently working with diverse people and communities
- Proficiency with Microsoft Office Suite (PowerPoint, Excel, Word, etc.)
- Experience with Microsoft SharePoint a plus
- Bilingual (English/ Spanish) a plus

**Position Type/ Work Schedule:** This is a full-time, exempt position, requiring occasional evening and weekend work and the ability to be flexible and responsive to emergent needs of Benefits in Action.

**Compensation & Benefits:**

- \$52,000 - \$60,000 annually (depending on experience)
- A competitive benefits package will be provided.

**How to Apply**

- If you are interested in the role, please provide a cover letter and resume to [careers@benefitsinaction.org](mailto:careers@benefitsinaction.org).

Benefits in Action is dedicated to equal employment opportunities in any term, condition, or privilege of employment. Benefits in Action prohibits unlawful discrimination against applicants or employees based on race, color, national origin, ancestry, creed, religion, sex, age 40 and over, disability, genetic information, veteran status, sexual orientation, marital status, gender expression or any other characteristic protected by state or local law. This policy applies to all employees.