

Adult Services Operational Administrator

Gateways Community Services - Nashua, NH

****This position is full time hybrid/remote and offers a Sign-On Bonus****

Position Summary:

Highly skilled and organized administrative professional to support the daily operations of the Adult Services team. You will provide excellent customer service while working to support all aspects of the Adult Services Department's strategic goals. Position requires a high level of organization, confidentiality, flexibility, and professionalism.

Essential Job Functions:

- Provide overall operational and administrative support to the Adult Services team.
- Gathering information, tracking, and providing updates related to projected funding needs
- Managing prior authorizations in tandem with business office
- Developing templates and other correspondence
- Collecting, tracking, and summarizing/organizing data
- Scheduling meetings
- Organizing, inviting, and facilitating meetings with responsibility for taking and distributing meeting minutes
- Distributing information to team members
- Tracking deliverables and deadlines
- Preparing reports by collecting and analyzing information
- Process, track, and disperse requests and approvals of service providers, consultants, and specialty services to support funding of one-time and annualized services.
- Project coordination
- Ability to interface well with individuals and families, with patience and sensitivity to their needs.
- Ability to communicate professionally with all stakeholders, community members, and networks.

Other Responsibilities:

- Participate in annual staff performance review process; completing self-evaluation and working with manager/supervisor on a personal development plan to align with career, department and organizational strategic goals.
- Responsible for promoting health & safety within organization as defined by Safety Committee/Company policy
- Embrace LEAN process improvement concepts, with active participation in process improvement
- Assure the security of sensitive/confidential files, communications and documents; HIPAA and Confidentiality Compliance
- Promote & work towards meeting agency and department goals and objectives as defined in the strategic plan
- Compliance with all Gateways Community Services policies and procedures
- Complete all necessary required trainings and continue to attend training
- Work collaboratively with other staff/departments and programs as necessary

Qualifications, Education and Experience:

- Minimum Associate's Degree with 2-3 years' experience providing high level administrative support; preferred higher level of education
- Proven to be accurate, efficient and dependable in data collection and report creation; may include preparing reports in various formats.
- Ability to collaborate, communicate, set priorities, and organize the work in order to meet deadlines, ensuring compliance with established processes, policies, and regulations.
- Sensitivity to confidential matters required.
- Strong verbal and written communication skills with internal team members, management and external partners.
- Preferred knowledge of medical terminology used Developmental/Intellectual Disabilities and/or Mental Health services due to the technical nature of language utilized.
- Experience with project coordination
- Proven dependability consistently at work and on time, follows instructions, responds to management direction, and solicits feedback to improve performance
- Able to work independently as well as part of a team.
- Proficient in Microsoft Windows environment, including working knowledge of Word, Excel, and Outlook; also prior experience with relational database knowledge (Harmony preferred)
- Communicate constructively to management and staff on problems, ideas, or any other insights to assist in defining new best operational practices.
- Possess reliable transportation, valid driver's license and applicable vehicle insurance for business travel.

Job Type: Full-time

Benefits:

- Dental insurance
- Flexible spending account
- Health insurance
- Life insurance
- Paid time off
- Retirement plan
- Vision insurance

Schedule:

- 8-hour shift
- Day shift
- Monday to Friday

Supplemental pay types:

- Signing bonus

Ability to commute/relocate:

Nashua, NH 03060: Reliably commute or planning to relocate before starting work (Required)

Experience:

- Administrative: 2 years (Required)

Work Location: Hybrid remote in Nashua, NH 03060