



Brian Sandoval
Governor

Florence Jameson, MD
Chairwoman

Bruce Gilbert
Executive Director

Silver State Health Insurance Exchange

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<https://www.nevadahealthlink.com/sshix/>

JOB ANNOUNCEMENT: ADMINISTRATIVE ASSISTANT

SPECIAL NOTIFICATIONS: This position is exempt from the provisions of State of Nevada classified service. Selection shall be made by, and the incumbent shall serve at the pleasure of the Executive Director.

POSITION SUMMARY: The Administrative Assistant (AA) will perform a broad variety of support duties under the guidance and direction of the Exchange Executive Team.

The AA will process all incoming mail and faxes, process/draft correspondence, reports, policies and procedures, minutes, projects and other documents as needed; establish and maintain filing systems, including electronic systems, in a secure and confidential manner; process purchase orders for supplies; assist Exchange staff with travel requests and make travel arrangements, assist with public awareness activities, posting of information, brochures, notices, etc., to the Exchange website and on other venues as appropriate; answer telephone, evaluate call, respond to inquiry and/or refer to appropriate party; take and transmit accurate messages; place calls when requested; direct questions regarding project activities to Exchange staff responsible for area of inquiry.

The AA will also manage and assist in monitoring the outreach contract vendor, consumer outreach and education strategy, and the stakeholder initiative for the Exchange. This will include making contact with potential stakeholders, forecasting production efforts, and assist in scheduling and all internal resources to fulfill project deliverables on time. The AA will also be the key individual to develop and enhance the Exchange's relationships in the community and with the tribal populations statewide. This person will identify, attend and represent the Exchange at all Tribal meetings and events.

The AA will provide backup to other administrative staff and accounting staff as required. The AA will support the Exchange when needed by providing meeting support, running audio-visual equipment, posting agendas, answering phones, and other administrative duties, etc.

DUTIES: Assignments require problem solving within the framework of Exchange policies, procedures, requirements and applicable regulations. Additionally, initiative and judgment are required to determine the priority of assignments and to structure tasks to accomplish Exchange objectives within established schedules and timelines. The work is specialized and involves circumstances requiring adaptation of different approaches or methods to solve problems. Errors affect the timely provision of services to the Exchange or stakeholders and may cause inconvenience and financial loss to program clientele if not performed timely or correctly. Sample duties include but are not limited to:

Coordinate communications between the professional and administrative staff both within and outside the Exchange; receive and relay sensitive information related to Exchange activities, personnel and clientele; provide explanations regarding established policies and procedures.

Assist professional staff with training materials; compiling statistical data regarding training and research materials; provide other assistance as needed.

Compose documents and materials including correspondence, memoranda, reports, charts and other items in support of the Exchange; provide and explain information including applicable rules, regulations, guidelines, policies and procedures; distribute materials to stakeholders according to established distribution lists or on an as-needed basis.

Research information from a variety of internal and external sources, including the Internet, for projects which may include unique purchases; identify sources of information and communicate with vendors and others concerning technical aspects of the project/purchase; evaluate and compare information; report findings to the Operations Officer.

Develop and enhance the Exchange's relationship in the Community and with the Tribal populations by identifying, attending and representing the Exchange at Community and Tribal meetings. Build and sustain a working relationship and communication with community associations, resource sharing, business leaders and Tribal communities. Coordinate with Tribal regions and other tribal liaisons and as needed, facilitate meetings between the Nevada Tribes and the Exchange.

Assist in back up of general office management for the Exchange, including, but not limited to: process all incoming mail and faxes, process/draft correspondence, reports, policies and procedures, minutes, projects and other documents as needed; establish and maintain filing systems, including electronic systems, in a secure and confidential manner; process purchase orders for supplies; assist Exchange staff with travel requests and make travel arrangements; assist with public awareness activities, posting of information, brochures, notices, etc., to the Exchange website and on other venues as appropriate; answer telephone, evaluate call, respond to inquiry and/or refer to appropriate party; take and transmit accurate messages; place calls when requested; direct questions regarding project activities to Exchange staff responsible for area of inquiry.

SALARY AND BENEFITS: Salary range is up to \$49,044 (employer/employee paid retirement). Employee benefits include paid annual leave, sick leave, health insurance, and state retirement benefits. Other optional benefits are available, including a deferred compensation package.

QUALIFICATIONS/REQUIREMENTS: Graduation from high school or equivalent education and three years of progressively responsible relevant work experience which included experience in one or more of the following areas: maintenance of complex records and files; public/customer relations including explaining detailed policies, regulations and requirements; experience working with digital/electronic or web sites or other graphic elements, **OR** an equivalent combination of education and experience. Bachelor's Degree strongly preferred. Effective communication verbal and written skills with a highly professional attitude and ability to connect with people from diverse backgrounds.

LOCATION/TRAVEL: The position is based in Carson City. Periodic travel in-state may be required.

RESUMES WILL BE ACCEPTED UNTIL: Recruitment needs are satisfied.

SUBMIT COVER LETTER AND RESUME/DIRECT INQUIRIES TO:

Athena Cox, Account Manager
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