



Board Represented Tribes

Jicarilla Apache Nation
Mescalero Apache Tribe
Ramah Band of Navajo

Southern Ute Indian Tribe
To'Hajiilee Band of Navajo
Ute Mountain Ute Tribe

POSITION DESCRIPTION

Audiology Administrative Assistant II

REPORTS TO	Audiology Program Manager
LOCATION	Albuquerque Area Indian Health Board, Albuquerque, NM
FLSA STATUS	Non-Exempt (Full-Time)
SALARY RANGE	NE5 (\$20.00 - \$32.00 per hour DOE)
BENEFITS	Annual, Sick Leave and Holiday Pay; Health, Dental, Life, Vision Insurance, and 403(b) Retirement Plan
PREFERENCE	Qualified Native American applicants will be given preference in hiring

DESCRIPTION

The Audiology Administrative Assistant supports the daily operations and coordination of program activities to ensure efficient delivery of audiology services. This role is responsible program administrative support, patient customer service, and minor hearing aid repairs in alignment with program goals. The Audiology Administrative Assistant works closely with hearing care technicians and audiologists to maintain accurate documentation and high-quality patient service.

DUTIES AND RESPONSIBILITIES

- Serve as the first point of contact for general inquiries, walk-in audiology patients, and basic hearing aid troubleshooting and minor repairs.
- Coordinate program correspondence, including mailing audiology reports and patient letters, and routing messages between patients, audiologists, and health care technicians.
- Maintain accurate patient records through timely data entry, chart updates, and file organization in accordance with clinic and regulatory standards.
- Receive and log incoming hearing aids in database; coordinate with vendors to ensure timely delivery and distribute devices to audiology staff.
- Prepare and process outgoing shipments of hearing aids to manufacturers, clinics, and patients, ensuring proper packaging and use of certified mail when required.
- Provide support to Audiology Health Care Technicians by assisting with daily operational tasks during staff absences or high-volume periods.
- Monitor and manage office supply inventory; order department supplies and prepare and process purchase requisitions as needed.

- Coordinate and schedule monthly Audiology Program staff meetings, including preparation of materials and communication with participants.
- Cross-train in broader administrative functions to provide coverage and support to the administrative team as needed.
- Coordinate with administrative and audiology staff to ensure adequate office coverage and continuity of services.
- Perform additional duties and related responsibilities as assigned.

KNOWLEDGE AND SKILLS REQUIRED

- Highly dependable, professional, and able to manage responsibilities independently.
- Strong organizational and multitasking skills with attention to detail and accuracy.
- Excellent customer service and communication skills, both written and verbal.
- Advanced proficiency in Microsoft Office (Word, Excel, PowerPoint, Outlook) and document/report preparation.
- Strong problem-solving skills with the ability to exercise sound judgment and discretion.
- Proven ability to build effective working relationships with staff, vendors, and community stakeholders.
- Demonstrated knowledge of HIPAA regulations and ability to maintain strict patient confidentiality and data privacy.
- Commitment to supporting organizational and community-focused goals.
- Cultural awareness and sensitivity, particularly in working with Southwestern Indian Tribes.

QUALIFICATIONS

- Associate degree preferred; or equivalent work experience and education.
- Minimum 1-year administrative experience, experience with direct patient care preferred.
- Commitment to be cross-trained in other departments to meet program needs.
- Completion of background investigation is required as a condition of employment.

WORK CONDITIONS/PHYSICAL REQUIREMENTS

- Eligible for a hybrid schedule; must be a New Mexico resident.
- This position primarily involves sedentary work, requiring prolonged periods of sitting and computer use, with occasional standing, walking, bending, reaching to retrieve supplies, etc.
- May require the ability to lift, carry, or move items up to 20 pounds occasionally and up to 10 pounds frequently, with or without reasonable accommodation.
- Requires regular interaction with staff, patients and visitors in an office environment.
- Must be able to operate standard office equipment, including computers, printers, and multi-line telephone systems.
- May be required to operate a company-leased vehicle for work-related purposes, in accordance with organizational policies and applicable laws.
- Work is typically performed in a clean, climate-controlled office with minimal noise levels.
- Must comply with all required health screenings, immunizations, and vaccination requirements as mandated by clinic sites, partner organizations, and funding sources.
- Occasional work on weekends and/or during the evenings may be required for program activities and travel.