



Administrative Assistant

Full Time

About VitalTalk:

VitalTalk's mission is to teach clinicians how to be better, more compassionate communicators with seriously ill patients and their families. We do this primarily through teaching face-to-face communication courses. Through our online module, communication skills course, train-the-trainer program—and via our community of trained faculty—we reach thousands of clinicians a year. We are both a startup and a nonprofit. We are also at a critical junction, where functioning systems and efficient processes will mean the difference between future growth or stagnation. Our courses are in high demand and are forecasted to grow 20+% in 2020. We are looking for an Administrative Assistant to join our growing team and support this rapid growth.

Our culture:

The words startup, nonprofit, and healthcare each conjure up different ideas of work and culture. We like to think of ourselves as a great mix of all three:

- 1) **Startup Mentality:** We operate nimbly, on a tight budget, and constantly iterate to deliver a better product today than we did yesterday. Concrete absolutes rarely exist in our daily work.
- 2) **Nonprofit Core:** We believe deeply in the power of our impact, care for the work-life balance of our employees, and use our mission and data to drive our progress.
- 3) **Healthcare Ecosystem:** We interact with brilliant clinicians and healthcare systems on a daily basis, helping them improve their communications with patients while reducing burnout.

Position summary:

The Administrative Assistant will handle functions including office supplies, invoicing, data entry, meeting and calendar coordination, travel arrangements, and maintaining office electronic files. This position provides a mix of day to day tasks combined with the ability to collaborate with colleagues to recommend and implement improvements to our internal processes.

This position is perfect for a detail-oriented, proactive individual who is comfortable with technology and working with numbers, and enjoys working in a support role.

Qualifications include:

- Passion and commitment to furthering VitalTalk's mission

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- Associate's or Bachelor's degree, or equivalent experience
- At least 1 year of experience in an office environment
- Proficiency working with numbers and data in cloud-based software
- Comfortable working independently and as a member of a team
- Excellent attention to detail
- High level of proficiency in MS Office, including Excel

Primary Responsibilities:

- Performs general administrative tasks to support office operations including meeting scheduling and supply ordering
- Maintain files and perform renewals for our business and charity registrations and other government filings
- Generate and process customer invoices for course attendees; proactively communicate with Program team and outsourced accounting team to share information and ensure accurate recordkeeping
- Coordinate payment process for course facilitators, including tracking W-9, verifying contractor invoices, and communicating with outsourced accounting team.
- Perform data entry to track status and contact history with VitalTalk stakeholders, including entering notes on behalf of VitalTalk's CEO and board
- Arrange travel and meeting/event details for board members, CEO, and faculty as requested
- Research and resolve invoicing questions from VitalTalk customers
- Assists with administrative functions for HR, contractor and vendor management including related paperwork and files
- Prepare, conduct, and record bank deposits when requested
- Assist in preparing reports for donors on grant progress and spending

To apply:

VitalTalk is a progressive and innovative equal opportunity employer based in Seattle, Washington. Compensation and benefits will be competitive and reflect not only the current budget and size of the organization, but the expected growth and development. Benefits include fully-paid employee health, dental, and vision insurance, paid time-off, 401k plan, commute assistance, cell phone reimbursement, a dog-friendly office, and plenty of office snacks (you'll get to help choose!).

Interested candidates should send a resume and cover letter (addressed to "Whom it may



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concern”) to [hiring@vitaltalk.org](mailto: hiring@vitaltalk.org) with the subject line “Administrative Assistant – *Your Name*.” In your cover letter, please include one example of something you are passionate about that took planning, time management, and attention to detail.

The position will remain posted until filled and interviews will be granted on a first-come basis for qualified applicants.

VitalTalk provides equal opportunity in employment for all qualified persons and prohibits discrimination in employment on the basis of race, color, religion, creed, sex, sexual orientation, gender identity, national origin, ancestry, age, veteran status, disability unrelated to job requirements, genetic information, military service, or other protected status.