



Job Title:	Program Assistant, Business Operations
Department:	Business Operations
Supervisor:	Director of Finance and Business Operations
Employment Status:	Regular, Full-time
FLSA Status:	Exempt
Supervision:	None
Location:	DC, MD, VA Region (1-2 days PHAB HQ in Alexandria VA /Remote)
Travel:	15%
Hiring Salary Range	\$55,000-\$65,000

Effective Date: January 2023

Interested applicants should submit their resume and cover letter to resume@hri-online.com to be considered.

Introduction:

The mission of the Public Health Accreditation Board (PHAB) is to advance and transform public health practice by championing performance improvement, strong infrastructure, and innovation. PHAB is the accrediting body for Tribal, state, local, and territorial governmental public health departments in the U.S. Accreditation provides a means for a public health department to identify performance improvement opportunities, to improve management, develop leadership, and improve relationships with members of the community. PHAB is committed to diversity, equity, inclusion, and antiracism (IDEA) and is on an ongoing journey to build an inclusive and welcoming organization.

Position Summary:

This position will provide general programmatic and administrative support for PHAB, based on the unit or department of hire. The Program Assistant will assist the staff of the Business Operations unit in the implementation of workplans and processes. Tasks may include coordination of virtual/in-person/hybrid meetings, events and trainings, travel logistics, note taking and development of meeting materials and summaries, documentation of processes, policies and procedures, processing of documents, reports, data or information and technology and systems support.

The Program Assistant may interact with and provide support and technical assistance to employees from PHAB, health departments, vendors, professional associations, site visitors, committees/workgroups, and other individuals and organizations with whom PHAB interacts.

The incumbent will engage in other logistical and communication activities to support PHAB. The position will provide an opportunity to learn about and be a part of shaping the practice of public



health throughout the country. The Program Assistant will have the opportunity to engage in other organizational activities, as appropriate. The Program Assistant will participate in the equity-based strategic goals of the unit to meet PHAB's organizational strategic priorities¹.

Position Responsibilities:

- Assist with the development and design of new or revised templates, training guides, flow charts, and other materials.
- Provide technical editing and quality control for documents, policies and procedures.
- Assist with scheduling interviews for all hiring managers.
- Assist with creating new accounts in various IT systems for new employees.
- Assist with tracking/monitoring IT helpdesk tickets.
- Assist with procurements and resource allocations related to PHAB Head Quarters
- Contribute to the planning, development, and implementation of PHAB's business operations.
- Ensure business operations and efforts are always favorable to PHAB's objectives.
- Provide internal and external scheduling support.
- Assist in planning meetings and webinars. This includes help with logistics, meeting summaries, and other responsibilities. Meetings may be virtual or in-person.
- Assist in maintaining internal processes and procedures.
- Develop and maintain department files and systems.
- Track and process documents.
- Tracking and responding to internal and external inquiries.
- Contribute to organizational strategic plan and other priorities.
- Other duties as assigned.

Knowledge and Skills required:

This section describes the knowledge, skills and expertise that we consider most important to success in this position. We recognize that not everyone will be an exact fit for this list, and we know you offer strengths and talents beyond what we've listed. If you have a vision and excitement for this role and our mission, and/or if you've been directly impacted by the public health, systemic and social issues that we address, we encourage your application.

- Bachelor's degree; preference given to individuals with 1-2 years' professional experience;
- Interest in the field of public health, business operations or communications, particularly topics relating to accreditation, performance improvement, infrastructure, innovations, research, and operations;
- Excellent customer relationship skills;
- Excellent interpersonal, communication, and organization skills;
- Commitment to approaching work through a diversity, inclusion, equity, and anti-racism lens (IDEA)



- Computer skills and proficiency with Microsoft 365;
- Self-motivated with a strong work ethic and ability to work independently and collaboratively;
- Proven writing and editing skills;
- Excellent ability to multitask and prioritize tasks effectively within tight timelines;
- Skilled in the use of technology, including learning new platforms and helping others to successfully use them;
- Demonstrated experience working collaboratively with peers in a team-oriented environment;
- Ability to work independently and meet deadlines while seeking guidance when needed; and
- Ability to travel.

HYBRID EMPLOYER ENVIRONMENT: The Public Health Accreditation Board’s staff currently work in a hybrid office environment. At the time of hiring, staff members are asked to elect if they will primarily work from an office in their home or in the headquarters office (currently in Alexandria, VA.) If they elect to work from a home office, they must agree to maintain a professional working environment with a dedicated workspace, including high-speed internet access. All staff are required to participate in in-person staff meetings that occur currently on a semi-annual basis for up to 5 consecutive days. These in-person staff meetings may be increased quarterly, as determined by management. Travel and related expenses for these meetings will be paid for by the employer.

VACCINATION REQUIREMENTS: All staff and volunteers of the Public Health Accreditation Board are required to provide proof that they are fully vaccinated against COVID-19. Additional vaccination requirements may be put in place in the future as warranted by the current COVID-19 pandemic or emergent public health threats in the future.

EEO STATEMENT: PHAB is committed to equal employment opportunity. We do not discriminate in employment opportunities or practices on the basis of actual or perceived race, color, national origin, ancestry, sex, gender, gender identity, pregnancy, childbirth or related medical condition, religious creed, physical disability, mental disability, age, medical condition (e.g. cancer or a record or history of cancer), marital status, veteran status, sexual orientation, genetic information, or any other characteristic protected by federal, state or local law. Our management team is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities and general treatment during employment.