

Job Description – Administrative Assistant

**Job Title:** Administrative Assistant

**Department:** Executive

**Supervisor:** Chief Population Health Officer

**FLSA Status:** Non-Exempt

**Prepared By:** AB

**Prepared Date:** 3/14/19

**Approved By: BB**

**Approved Date: 3/18/2019**

**Summary**

The Administrative Assistant is responsible supporting key executives, including answering phones and managing accurate and timely messaging; scheduling appointments, scheduling traveling, scheduling meetings, submitting expense reports; accepting, receiving and distributing deliveries; ordering and maintaining supplies; comprehending business terminology and accurately entering data into a database for administrative staff; utilizing Microsoft office tools (i.e. Excel, Powerpoint, and Word); maintaining conference room calendars and spaces; welcoming and guiding guests; and providing secretarial assistance to all offices at an administrative facility. Communicates effectively and efficiently and demonstrates superior interpersonal skills. Other duties as assigned.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

* Schedules and organizes complex activities such as meetings, travel, conferences and department activities for all members of the department.
* Performs desktop publishing. Creates and develops visual presentations for Administration.
* Establishes, develops, maintains and updates filing system for the Administration. Retrieves information from files when needed. Establishes, develops, maintains and updates library of trade journals and magazines.
* Organizes and prioritizes large volumes of information and calls.
* Opens mail for executives if requested. Drafts written responses or replies by phone or e-mail when necessary. Responds to regularly occurring requests for information
* Answers phones for designated executives. Takes messages or fields/answers all routine and non-routine questions. Works in cooperation with other administrative assistants to cover phones.
* Acts as a liaison with other departments and outside agencies, including high-level staff such as CEOs, presidents, senior vice presidents and chiefs. Handles confidential and non-routine information and explains policies when necessary.
* Works independently and within a team on special nonrecurring and ongoing projects, if requested.
* Demonstrates superior communication and interpersonal skills.
* Other duties as assigned.

**Supervisory Responsibilities**

This job has no supervisory responsibilities.

**Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

Adaptability - Maintaining effectiveness in varying environments and with different tasks, responsibilities, and people.

Communication - Expressing ideas effectively in individual and group situations (including nonverbal communication); adjusting language or terminology to the characteristics and needs of the audience. Good listening skills.

Compassion - The responsibility to put a patient’s or person’s interests first, including the duty not to harm, deliver proper care, and maintain confidentiality.

Compliance - Employee has satisfactory completed employers required compliance training. Employee is able to demonstrate an understanding of employers Code of Conduct.

Dependability - Meets commitments, deliverables, deadlines, work independently, accepts accountability, handles change, sets personal standards, stays focused under pressure, and meets attendance/punctuality requirements.

Follow up - Establishing procedures to monitor the results of delegations, assignments, or projects; taking into consideration the skills, knowledge, and experience of the assigned individual and characteristics of the assignment or project.

Initiative - Making active attempts to influence events to achieve goals; self-starting rather than accepting passively; taking action to achieve goals beyond what is required; being proactive. Practices self-development.

Integrity - Maintaining and promoting social, ethical, and organizational norms is conducting internal and external business activities.

Patient Service Orientation - Proactively developing patient/customer relations by making efforts to listen and understand the customer and their needs (both internal and external); anticipating and providing solutions to customer needs; giving high priority to patient/customer satisfaction. Ensures appropriate follow up and is their advocate in determining solutions. The employee uses a variety of communication techniques to effectively express thoughts and ideas and to understand or influence.

Practical Learning - Assimilating and applying, in a timely manner, new job-related information that may vary in complexity.

Quality Orientation/ Attention to Detail- Is attentive to detail and accuracy, is committed to excellence, looks for improvements continuously, monitors quality levels, finds root cause of quality problems, owns/acts on quality problems.

Results Driven& Execution - Accountable for meeting or exceeding individual and/or department goals and objectives. Committed to producing results that will achieve company objectives. Sets priorities and organizes time to meet or exceed goals, follows up, and takes personal responsibility for results whether they are positive or negative.

Team work/ Collaboration - Working effectively with team/work group or those outside formal line of authority (e.g., peers, senior managers) to accomplish organizational goals; taking actions that respect the needs and contributions of others; contributing to and accepting the consensus; subordinating own objectives to the objectives of the organization or team. Listens to others and values opinions.

Technological /Professional knowledge - Having achieved a satisfactory level of technical and professional skills/knowledge in job-related areas; keeping abreast of current developments and trends in area of expertise.

Work Standards - Setting high goals or standards of performance for self, direct reports, others, and the organization; being dissatisfied with average performance; self-imposing standards of excellence rather than having standards imposed by others.

**Qualifications** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience**

High school diploma or general education degree (GED); Bachelor’s Degree preferred; and at least five years of executive administrative experience; or equivalent combination of education and experience.

**Language Skills**

Ability to read, analyze, and interpret the most complex documents. Demonstrated excellence in presentation skills, written and oral communication. Ability to respond effectively to the most sensitive inquiries or complaints.

**Mathematical Skills**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.

**Reasoning Ability**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**Computer Skills**

To perform this job successfully, an individual should have knowledge of Microsoft Word, Excel and Powerpoint.

**Certificates, Licenses, Registrations**

N/A

**Physical Demands** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance and talk or hear. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Work Environment** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate depending on the business activity of the office. This job operates in a professional office environment.

**Receipt and Acknowledgement**

I acknowledge and understand that:

• Receipt of the job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.

• The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.

• Job duties, tasks, work hours and work requirements may be changed at any time.

• Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules and regulations of the Home and the Corporation.

• I have read and understand this job description.

Print Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_