



## ADMINISTRATIVE SPECIALIST - CAO

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**Position Status:** Non-Exempt  
**Reports To:** Chief Administrative Officer  
**Effective Date:** 01/06/25  
**Revised Date:**  
**Job Level:** S4

### POSITION SUMMARY

Under minimal supervision, this position:

1. Performs multiple high-level administrative functions in support of the Chief Administrative Officer (CAO), Division leadership, and Division operations
2. Performs a variety of administrative duties in support of departmental operations within the Employee Services and Communications Division through dotted line reporting relationships
3. Coordinates and supports various standing committees and ad hoc meetings
4. Performs other duties as assigned

### RESPONSIBILITIES

1. Performs multiple, high-level administrative functions in support of the Chief Administrative Officer (CAO), Division leadership, and Division operations, with duties including but not limited to:
  - Acting as the primary administrative contact and staff support for the CAO
  - Overseeing the CAO's calendar, and planning, coordinating and scheduling meetings and travel for the CAO
  - Assisting with operational initiatives and efforts, providing administrative support on projects, and assisting with project coordination
  - Maintaining the Alliance's Annual Company Calendar, including scheduling and coordinating All-Staff meetings and Leadership Forums, Town Halls, and Executive Coffee Talks, including gathering questions from staff and following up on questions asked during the meetings
  - Leading the planning, coordination and execution of division-wide initiatives and projects, including the United Way Employee Giving Campaign
  - Coordinating in-person employee events from initial planning through day-of execution, working with internal and external stakeholders to coordinate venue, catering, and other event components
  - Acting in a liaison capacity between the CAO, staff, representatives from other departments, agencies, and the public
  - Assisting with e-mail and voicemail management, responding to inquiries of a complex and technical nature, and exercising discretion in determining how to best respond
  - Administering the Working Genius assessment for new employees, which includes coordinating training sessions, compiling information, and sharing the results
  - Serving in a leadership capacity for the Alliance's Admin Forum meetings
  - Collecting and compiling information from a variety of sources, analyzing results, and making recommendations to the CAO
  - Gathering and reporting data to the CAO on various dashboard processes and metrics
  - Performing general research, including identifying, gathering, interpreting and summarizing relevant business and healthcare information

- Creating, preparing, and producing presentation materials for internal and external presentations, including quarterly all-staff assembly PowerPoint presentations for a variety of presenters to deliver PPTs
  - Performing new vendor research, processing vendor contracts and invoices, and communicating with vendors
2. Performs a variety of administrative duties in support of departmental operations within the Employee Services and Communications Division through dotted line reporting relationships, with duties including but not limited to:
- Leading the planning, coordination and execution of the Annual Employee Food Drive and the Season of Giving Food Drive, in coordination and with oversight from the Human Resources Director
  - Providing administrative assistance to the Marketing and Communications Director
  - Collaborating with the Marketing and Communications Department on content creation related to company updates and related postings to social networks and websites, such as LinkedIn, while ensuring consistent alignment with the Alliance brand, in coordination with the Talent Acquisition Manager
  - Monitoring applicant and employee reviews on websites, such as Glassdoor, and drafting responses in collaboration with the Chief Administrative Officer or Human Resources (HR) Department management
  - Supporting, coordinating and/or completing departmental and organizational projects or events, such as those related to reports, presentations, newsletters, departmental metrics, staff communications, and special event administration
  - Assisting with the development, documentation, implementation and maintenance of administrative support procedures and processes
  - Composing correspondence, performing general research, creating and updating spreadsheets, building and maintaining files and databases, and preparing written reports
  - Coordinating and scheduling training, conferences, retreats, and travel for department staff
  - Providing administrative support to department leadership in the development and maintenance of the department budget
  - Ordering supplies and preparing and submitting purchase orders and expense request forms for department purchases
  - Assisting with the development and maintenance of department pages and information on the intranet and maintaining accurate permissions for SharePoint Online pages
  - Developing and maintaining filing systems, maintaining accurate records, and coordinating records retention/destruction projects in consultation with department leadership
  - Answering, directing, and placing telephone calls and scheduling telephone and video conference calls
  - Assisting with the development of departmental training and resource materials and assisting with training staff, as assigned
  - Coordinating departmental facilities maintenance requests
  - Representing the department at internal and external meetings, as needed
  - May coordinate the work of other departmental administrative/support staff and assist with training and developing procedures and guidelines for administrative/support staff

3. Coordinates and supports various standing committees and ad hoc meetings, with duties including but not limited to:
  - Coordinating, scheduling, and staffing standing committees and other meetings, such as the monthly onsite Executive Team Meeting
  - Arranging virtual and in-person meetings, including operating video-conference equipment and coordinating IT resources
  - Coordinating with other Alliance staff to ensure that agenda requests and meeting materials are submitted timely and complete
  - Preparing, coordinating and distributing meeting packets and meeting exhibits in a timely manner
  - Taking, transcribing, completing and distributing meeting minutes in a timely manner and ensuring that records of meetings are accurately maintained
  - Updating and maintaining project work plans for assigned committees and work groups
4. Performs other duties as assigned

#### **EDUCATION AND EXPERIENCE**

- High school diploma or equivalent and a minimum of five years of progressively responsible administrative support experience, including a minimum of three years performing executive level administrative support (an Associate's degree may substitute for one year of the required experience); or an equivalent combination of education and experience may be qualifying

#### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Thorough knowledge of general administrative procedures and the methods of providing executive level support
- Thorough knowledge of standard business office practices, recordkeeping systems, and office equipment
- Thorough knowledge of the principles and practices of meeting coordination and scheduling
- Thorough knowledge of proper grammar, spelling, punctuation and business correspondence format
- Thorough knowledge of and proficiency with Windows based PC systems, including Microsoft Word, Excel, Outlook, and PowerPoint
- Working knowledge of the principles and practices of research, analysis and reporting
- Some knowledge of the basic principles and practices of project management
- Some knowledge of the principles and practices of budget development and control
- Ability to develop a thorough understanding of the roles, organization, policies and procedures of the Employee Services and Communications Division
- Ability to define issues, gather and interpret data, define options, and choose among alternatives in performing a variety of assignments without instruction
- Ability to exercise independent judgement in the absence of specific direction
- Ability to effectively prioritize multiple tasks and deadlines and administer competing operational priorities
- Ability to schedule, support, and coordinate committees and meetings, including agenda and minute preparation and distribution
- Ability to interpret, explain and apply processes, policies, and procedures

- Ability to create forms and correspondence, compile reports and various information related to business operations, administration and other projects
- Ability to proofread and edit high profile documents in a variety of media formats
- Ability to learn specialized software programs and database systems, including building and maintaining databases as required
- Ability to work with internal web portals (Intranets) for document management, searching, sharing and collaboration
- Ability to develop, organize and maintain effective filing and recordkeeping systems
- Ability to develop, maintain and produce accurate records
- Ability to perform basic mathematical calculations
- Ability to exercise tact and diplomacy and demonstrate strong customer service skills
- Ability to work collaboratively with a wide range of individuals at all levels of the organization and with committees, providers, executives, co-workers, and the public
- Ability to demonstrate flexibility, anticipate needs, exercise resourcefulness in developing solutions, identify improvements to existing practices, and effectively adapt to change
- Ability to work with minimal supervision and as a member of a team
- Willingness to modify regular work schedule to accommodate after-hours and weekend assignments, as needed

#### DESIRABLE QUALIFICATIONS

- Associate's or Bachelor's degree in Business or a related field
- Experience working in non-profit or healthcare environment
- Working knowledge of Adobe Acrobat Professional
- Some knowledge of the health care industry and principles of health care planning

#### WORK ENVIRONMENT

- Ability to sit in front of and operate a video display terminal for extended periods of time
- Ability to bend, lift and carry objects of varying size weighing up to 10 pounds
- Ability to work effectively in a remote work environment
- Ability to travel to different locations in the course of work
- Possession and ongoing maintenance of a valid Driver's License, transportation, and automobile liability insurance in limits acceptable to the Alliance

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*This position description, and all content, is representative only and not exhaustive of the tasks that an employee may be required to perform. Employees are additionally held responsible to the Employee Handbook, the Alliance Standard Knowledge, Skills and Abilities and the Alliance Code of Conduct. The Alliance reserves the right to revise this position description at any time.*