



ADMINISTRATIVE SPECIALIST

Position Status: Non-Exempt
Reports To: Chief Officer or Department Director
Effective Date: 08/01/15
Revised Date: 04/16/24
Job Level: S4

POSITION SUMMARY

Under minimal supervision, this position:

1. Performs multiple high-level administrative functions in support of a Chief Officer or Department Director
2. Performs a variety of administrative duties in support of departmental operations and management staff
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 a Chief Officer or Department Director, with duties including but not limited to:
 - Acting as the primary administrative contact and staff support for a Chief Officer or Department Director
 - Overseeing a Chief Officer or Department Director's calendar and planning, coordinating and scheduling meetings and travel for the Chief Officer or Department Director
 - Assisting with operational initiatives and efforts, providing administrative support on projects, and assisting with project coordination
 - Collecting and compiling information from a variety of sources, analyzing results, and making recommendations to the Chief Officer or Department Director
 - Gathering and reporting data to the Chief Officer or Department Director on various dashboard processes and metrics
 - Performing general research, including identifying, gathering, interpreting and summarizing relevant business and healthcare information
 - Supporting division-wide initiatives and projects
 - Acting in a liaison capacity between the Chief Officer or Department Director, 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
 - Assisting with the preparation of Board agenda items, letters, memos and reports
 - Monitoring Board actions and keeping current on pending issues
2. Performs a variety of administrative duties in support of departmental operations and management staff, with duties including but not limited to:
 - Performing duties and tasks related to specific departmental business needs and activities
 - Providing administrative assistance to management staff on program activities and special projects

- Supporting, coordinating and/or completing departmental and organizational projects, such as those related to reports, presentations, newsletters, departmental metrics, staff communications, and special event administration
 - Gathering, coordinating and preparing materials in support of responses to internal and external audits and the preparation of regulatory reports
 - 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
 - Creating, preparing and producing presentation materials for internal and external presentations
 - Providing administrative support to department leadership in the development and maintenance of the department budget
 - Ordering office supplies and preparing and submitting purchase orders and expense request forms for department purchases
 - Processing vendor contracts and invoices and communicating with vendors
 - Tracking petty cash expenditures, reconciling balances, and submitting a monthly final detailed accounting report
 - Assisting with the development and maintenance of department pages and information on the intranet
 - 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
 - Representing the department at internal and external meetings
 - Assisting with the development of departmental training and resource materials and assisting with training staff, as assigned
 - Coordinating departmental facilities maintenance requests
 - May coordinate the work of other departmental clerical/support staff and assist with training and developing procedures and guidelines for clerical/support staff
 - May assist with processing personnel and payroll records and resolving related issues
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
 - Arranging virtual and in-person meetings, including operating video-conference equipment
 - 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 department to which assigned
- 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 travel to different locations in the course of work
- Depending on assignment, possession and ongoing maintenance of a valid Driver's License, transportation, and automobile liability insurance in limits acceptable to the Alliance as these roles may or may not have that requirement, depending on what assignment they are working on

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.