

Job Description

Job Title	Administrative Assistant, Policy & Member Services		
Reports to	Vice President of Policy		
Effective Date	August 1, 2018	Manager of People	No
FLSA Status	Non-exempt	EEOC Class	5

ABOUT NCHA

NCHA is a statewide trade association representing more than 130 hospitals providing acute care, ambulatory care, sub-acute care, rehabilitative, home health and hospice services, behavioral health services, state psychiatric inpatient services and veterans' services. The association promotes and supports our members and associated partners by advocating for sound public policy, advancing collaborative partnerships, and accelerating innovation to improve the health of the communities where we live and work. NCHA achieves this work by leverage the scope and scale associated with a \$12+ million-dollar organization, which is funded by members' dues, grants, and shared service.

PURPOSE

Employee provides administrative support for three vice presidents and several member committees and councils. The position supports the Vice Presidents of Policy and Regulatory Affairs on the Advocacy and Policy team and the Vice President of Planning, Strategy and Member Services on the Finance, Administration and Member Services team. The position also supports the Policy Development Committee (PDC), three Regional Policy Councils (RPCs), the Data Policy Committee, and multiple short-term member working groups. Work activities include managing schedules, serving as administrative coordinator for member committees, taking minutes, and maintaining member records for all committees in Association Management Software system. Should act as office manager in designing and organizing records management and information storage and retrieval systems for a variety of programs and operations and staff assistant by representing the vice presidents on a variety of subjects. The employee also participates as a member of an administrative assistant team and performs general support functions, including assistance with work overload for other administrative units and switchboard assistance

RESPONSIBILITIES

Administrative Support

- Work collaboratively to provide confidential administrative and secretarial support
- Record minutes of designated meetings
- Compose and prepare business correspondence

- Schedule and coordinate meetings, arrange conference calls, webinars, interviews, and appointments
- Maintain electronic calendars for vice presidents
- Keep vice presidents prepared for upcoming deadlines, programs, Board meetings, PDC meetings, RPC meetings and related work
- Manage incoming and outgoing mail
- Organize and maintain file systems, files
- Maintain departmental databases and develop spreadsheets of importance to department
- Maintain listservs and contact information in the Association Management Software system for PDC, all three RPCs, Data Policy Committee, and other member committees managed by vice presidents; as well as other designated positions
- Schedule and prioritize work assignments
- Serve on the NCHA administrative assistant team to provide switchboard support and assist other administrative assistants with time-sensitive projects when needed

Travel Management

- Arrange detailed travel plans
- Complete meeting registrations
- Develop itineraries and agendas
- Compile documents for travel-related meeting

Meeting and Committee/Working Group Management

- Coordinate both on and off-site meetings ranging in size and complexity
- Prepare agendas/materials
- Coordinate all logistical arrangements
 - Scheduling
 - Securing site
 - Making travel arrangements
 - Coordinating required materials/supplies
 - Ordering food or making catering arrangements
 - Paying invoices
- Complete meeting set up and clean up for on-site events
- Serve as a key point of contact for members who serve on these committees, councils and working groups
- Maintain internal and external webpages for policy and committees

Accounting

- Create purchase orders for payment of invoices
- Process invoices for vice presidents
- Reconcile payment discrepancies
- Submit monthly expense reports for vice presidents

MISSION/VISION/VALUES

- Embrace the NCHA mission to promote improved delivery of quality and affordable healthcare in North Carolina through leadership, advocacy, information, and education in its members' interest and for public benefit.
- Support the vision for the highest possible level of quality healthcare delivery throughout North Carolina.
- Demonstrate the association's core values in all relationships, at all times. Integrity: Conduct yourself ethically and honestly. Excellence: Strive for excellence in all things, in all ways. Leadership: Lead towards the future through commitment to a healthy North Carolina.

INTERNAL RELATIONSHIPS

Works closely with other administrative team member of advocacy and policy unit. Has frequent contact with other support team members on meeting coordination and general support functions.

EXTERNAL RELATIONSHIPS

Has frequent contact with members and other individuals and organizations.

EDUCATION AND EXPERIENCE

- 6 + years of experience in administrative role with responsibility for working with executive leaders and a variety of stakeholders
- Minimum education requirement is a bachelor's degree in relevant field
- An equivalent combination of education, training, and experience may be considered.

KNOWLEDGE, SKILLS AND ABILITIES

- Excellent interpersonal, computer, written and oral communication skills.
- Proficient in Microsoft Office, including Word, Excel, Outlook and PowerPoint
- Experience in data entry for contact databases (demographics)
- Ability to establish and maintain effective working relationships with co-workers and managers.
- Ability to plan and coordinate special projects, systems and day-to-day operations
- Ability to analyze and interpret policy and procedural guidelines
- Working knowledge of Mac computers

WORK ENVIRONMENT AND PHYSICAL DEMANDS

- Work performed mostly in an office environment.
- Uses a computer throughout the workday.
- May require occasional travel (or change travel expectation as appropriate).

Salary Range: \$35,000 - \$45,000

North Carolina Healthcare Association is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, religion, age, sex, national origin, veteran status, disability, sexual orientation, sexual preference, or other protected status.