

Job Description

Job Title	Business Office Project Specialist		
Reports to	Vice President of Strategic Partners		
Effective Date	September 1, 2018	Manager of People	No
FLSA Status	Exempt	EEOC Class	2

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

Perform a wide variety of detailed and complex administrative functions to support the Strategic Partners team including the Vice President (VP), Corporate Relations Manager, other Strategic Partner team members and Director of Clinical Data Operations.

RESPONSIBILITIES

- Perform administrative duties for the VP of Strategic Partners and other team members as needed, including, scheduling meetings/appointments, financial tracking, business partner review preparation, tracking lean metrics, typing/word processing letters and correspondence, and handling incoming and outgoing mail; answer telephone calls and respond as appropriate; file, copy, contract management and other related duties.
- Business Operations Coordinator will assist the Vice President of NCHA Strategic Partners in the documentation and execution of processes and strategies that help the sales teams run effectively and efficiently. This includes maintaining sales tools and resources, including the AMS database system, current business partners, creating various trend reports, and the point of contact for the Affiliate Program.
- Responsible for assisting with the managing of the Strategic Partners initiatives of varying size and complexity, including but not limited to educational and collaborative programs, market research, and pilot programs to enhance the marketing and sales efforts for Strategic Partners.
- Assist with the planning, initiating and implementation of all Strategic Partners services and program offerings.
- Prepare written materials, including summary reports, evaluations and marketing tools related to the Strategic Partners initiatives.
- Represent the company at various community and business meetings to promote the company.
- Assist with Strategic Partners Sales Cycle by monitoring Solution Station, Market Research, Sponsorship and Affiliate Programs.

- Responsible for documenting minutes during board meetings/calls and dispersing minutes to NCHA within 48 hours post meeting.
- Maintain NCHA Strategic Partners Affiliate Program documentation, track and reconcile quarterly review of accounts.
- Assist with sponsor/business partner/affiliate program registration and other duties assigned during membership meetings.
- Conduct research and carry out special administrative projects independently. Respond to requests for information. Research and assemble information for NCHA Strategic Partners team members as requested.
- Assist with the implementation of educational and collaborative programs for Strategic Partners.
- Coordinate the evaluation of potential new business partner relationships based on the needs of the members.
- Coordinate pilot requirements and track key performance indicators.
- Develop informational sessions and programming for NCHA Staff and members to stay abreast of pilot programs.
- Responsible for tracking and maintaining documents related to data programs i.e. MSDAs, data use agreements, etc.
- Ability to communicate with C-suite members to explain data programs, pilot programs and related paperwork requirements to participate.
- Support project management needs by interfacing with project stakeholders, including hospital team members and providers, speakers and consultants.
- Assist stakeholders and NCHA members in the planning, coordination, implementation and evaluation of programs.
- Review and assist in the preparation of written materials, including summary reports, evaluations, marketing tools related to Strategic Partners Initiatives.
- Monitor and assist with the maintenance and revisions of content for the Strategic Partners website.
- Manage all office functions of NCHA Strategic Partners in accordance with established policies and procedures.
- Assist the VP of Strategic Partners with official functions and preparation for the NCHA Strategic Partners Board, including arranging meetings, assembling mailings, and correspondence as requested.
- Assist NCHA administrative support team members as requested, including assistance with work overload for other administrative units, membership and mass mailing assistance. Attend functions both at the Association and off-site events to assist the NCHA Strategic Partners teams as necessary.
- Work with meetings coordinator to perform meeting arrangement functions for other Association meetings as appropriate.
- Operate all office equipment and machines and master the use of computer software necessary for completion of assigned duties.
- Perform other tasks and duties as identified by the Vice President of Strategic Partners.

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

- Work principally with the NCHA Strategic Partners team to meet the objectives established by NCHA and the NCHA Strategic Partners Board. Assist the team with the development of policies, procedures, and operational efficiencies.
- Collaborates with other NCHA departments as needed to assist with Association's activities.

EXTERNAL RELATIONSHIPS

- Maintain good working relationships with hospitals, health care organizations, other state hospital associations, quality improvement organizations, vendors and governmental agencies.

EDUCATION AND EXPERIENCE

- Bachelor's degree in related field preferred.
- Minimum three (3) years of professional administrative and office manager experience working for high-level executives or related experience.
- Good analytical skills.
- Experience with managing office services and logistics preferred.
- An equivalent combination of education, training, and experience may be considered.

KNOWLEDGE, SKILLS AND ABILITIES

- Excellent knowledge of office administration.
- Advanced knowledge and proficiency in MS Excel, MS PowerPoint, MS Word, and Adobe Pro.
- Excellent time management, planning, organization, accounting and problem-solving skills.
- Excellent interpersonal and communication skills. Service-oriented with a high-energy "can do" attitude.
- Ability to establish and maintain effective working relationships with team members and external contacts.
- Demonstrated ability to work collaboratively and to independently manage detailed projects.
- Ability to deliver high quality customer service interactions with consistent quality.
- Ability to build relationships and work collaboratively in teams.
- Ability to adapt to multiple situations and exceed.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

- Work performed mostly in an office environment.
- Use a computer throughout the workday.
- May require occasional travel.

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.