

Job Description

Job Title	Business Office Specialist		
Reports to	Senior Vice President of Strategic Partners		
Effective Date	January 1, 2021	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 \$17+ 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 (SVP, Corporate Relations Manager, and other Strategic Partner team members). Assist with Solution Station, Market Research, Sponsorship and Allied Program, SVP of Strategic Partners hospital visit scheduling, business partner reviews and other administrative tasks.

RESPONSIBILITIES

- Perform tasks and duties as identified by the Senior Vice President of Strategic Partners.
- Assist Market Research and Solution Station activities with direction from Corporate Relations Manager.
- Maintain NCHA Strategic Partners Allied Program documentation, track and reconcile quarterly review of accounts with direction from Corporate Relations Manager.
- Manage Sponsor registration at membership meetings and other sponsorship-related fuctions with direction from Corporate Relations Manager.
- 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.
- Review and update member engagement tracker.
- Assist with member updates, registrations, and other membership activities in association management software.
- Manage all office functions of NCHA Strategic Partners in accordance with established policies and procedures.
- Coordinate meetings/calls which require the entire SP team's attendance.
- Perform administrative duties for the SVP of Strategic Partners, including but not limited to arranging meetings (virtual and in-person), typing/word processing letters and correspondence, and handling incoming and outgoing mail, answer telephone calls and respond as appropriate, file, copy, contract

management, assist with tracking financials, maintain calendar, and make travel arrangements as requested. Remain aware of those scheduled activities, monitor status, provide liaison.

- Manage official functions for the NCHA Strategic Partners Board of Trustees, including arranging meetings, assembling mailings, taking minutes of meetings, and correspondence as requested by the SVP of Strategic Partners.
- Handle other budget projects as assigned.
- Prepare correspondence independently whenever possible, either composing and sending replies or preparing drafts.
- 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 team. Work with meetings coordinator to perform meeting arrangement functions for other Association meetings as appropriate.
- Coordinate webinars for sponsors and business partners.

MISSION/VISION/VALUES

- Embrace the NCHA mission to improve the health of the communities where we live and work by advocating for sound public policy and collaborative partnerships.
- Support the vision for A North Carolina where high-quality healthcare is equitable and accessible for all.
- Demonstrate the association's core values in all relationships, at all times. Respect. Integrity. Teamwork. Accountability. Perseverance.

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

- High school diploma. Bachelor's degree 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, or other protected status.

Please send cover letters and resumes to hr@ncha.org.