

Job Description

Job Title	Administrative Assistant, Core Services		
Reports to	Director, Administration & Human Resources		
Effective Date	January 3, 2023	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 \$20+ million-dollar organization, which is funded by members' dues, grants, and shared service.

PURPOSE

The Administrative Assistant, Core Services provides administrative support for vice presidents and several member committees and councils. 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.

RESPONSIBILITIES

Administrative Support

- Work collaboratively to provide confidential administrative 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, meetings, and other related work
- Organize and maintain file systems and files
- Maintain departmental databases and develop spreadsheets of importance to department
- Maintain listservs and contact information in the Association Management Software system for meetings, and other member committees managed by vice presidents, as well as other designated positions

- Schedule and prioritize work assignments

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 committees, councils and working groups

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 improve the health of the communities where we live and work by advocating for sound public policy and collaborative partnerships.
- Support the vision of 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 including Respect, Integrity, Teamwork, Accountability and Perseverance.

INTERNAL RELATIONSHIPS

Works closely with other administrative team members and each department 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

- High school diploma required. Bachelor's degree preferred
- Minimum three (3) years of professional administrative experience working for high-level executives or related experience
- Experience with managing office services and logistics preferred
- 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
- Working knowledge of Mac computers

WORK ENVIRONMENT AND PHYSICAL DEMANDS

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

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.