

## Job Description

<b>Job Title</b>	<b>Executive Assistant, Foundation</b>		
<b>Reports to</b>	President, NCHF, SVP, NCHA & Executive Director, CaroNova		
<b>Effective Date</b>	May 30, 2023	<b>Manager of People</b>	No
<b>FLSA Status</b>	Non-Exempt	<b>EEOC Class</b>	5

### **ABOUT THE NORTH CAROLINA HEALTHCARE ASSOCIATION AND FOUNDATION**

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.

The North Carolina Healthcare Foundation (NCHF) is the 501(c)(3) affiliate of NCHA. NCHF supports the Association's work in quality improvement, patient safety, behavioral health, and rural health care.

### **ABOUT CARONOVA**

CaroNova, which operationally falls under the North Carolina Healthcare Foundation, is a bi-state incubator serving North and South Carolina to connect key people and organizations with promising innovations to accelerate necessary change. Its purpose is to align leaders across the Carolinas in pursuit of a better and more equitable system of care. CaroNova works alongside payors, providers, subject matter experts, community members, and patients to find opportunities for impact in areas such as serious illness care, youth mental health and opioid abuse, among others. CaroNova operates under a joint operating agreement among the South Carolina Hospital Association (SCHA), the North Carolina Healthcare Association, and the Duke Endowment (TDE). The central infrastructure is housed within the Foundation of the North Carolina Healthcare Association.

### **PURPOSE**

The Executive Assistant is responsible for performing a wide variety of detailed and complex administrative functions in support of NCHF operations. This role primarily supports the NCHF President. Additionally, the Executive Assistant provides logistical support for NCHF Boards and committees and the NCHA Equity Committee.

### **RESPONSIBILITIES**

- Perform administrative duties for NCHF President, Vice President, and the Deputy Director of CaroNova, including preparation and editing of written correspondence, handling of incoming and outgoing mail; triaging calls and email; document management, and other related duties.

- Manage calendars for NCHF President, Vice President, and the Deputy Director of CaroNova; arrange meetings, make appointments, and coordinate travel arrangements and support other team members as assigned.
- Process expense reports for NCHF President and manage credit card use and reconciliation with NCHA accounting department.
- Prepare agendas, coordinate resources, maintain minutes.
- Oversee logistics for assigned meetings including virtual and in-person events.
- Provide logistical support, such as vendor and venue coordination, registration management, and registrant communications, as needed for large and/or complex meetings and training events.
- Manage all member communications, tracking and meeting logistics for the NCHF and CaroNova Boards and committees and the NCHA Equity Committee.
- Assists NCHF President with managing and tracking projects and tasks assigned to NCHF team members.
- Conduct research and carry out special administrative projects independently. Respond to requests for information. Research and assemble information for staff as assigned.
- Collaborate with staff on identifying and developing departmental processes and operational efficiencies.
- Maintain mailing lists and other key contact information within company databases.
- Operate all office equipment and master the use of computer software necessary for completion of assigned duties.
- Assist NCHA support team members as requested, including assistance with work overload for other administrative units, membership and mass mailing assistance, and switchboard assistance.
- Perform other tasks and duties as identified by the NCHF President.

### **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**

- Works under the direction of NCHF President
- Maintains strong working relationship with NCHF Vice President, and the Deputy Director of CaroNova
- Collaborates with other NCHF staff and NCHA departments as needed to assist with Association activities

### **EXTERNAL RELATIONSHIPS**

- Develops and maintains good working relationships with Board members, funders, grantees, and other key stakeholders
- Coordinates meeting scheduling and communication with external partners

### **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
- Prior Board management or C-Suite level support experience 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 with technology including Zoom and Microsoft Office applications (Outlook, Word, PowerPoint, and Excel)
- Ability to establish and maintain effective working relationships with team members and external contacts
- Skilled in database management such as CRM software
- Excellent time management, planning, organization, and problem-solving skills
- Excellent interpersonal and communication skills, written and verbal. Service-oriented with a high-energy “can do” attitude
- Demonstrated ability to work collaboratively and to independently manage detailed projects
- Ability to maintain discretion and confidentiality

#### **WORK ENVIRONMENT AND PHYSICAL DEMANDS**

- Work performed mostly in an office or home office environment. Position can be based anywhere in North Carolina.
- Use a computer throughout the workday.
- Some travel throughout North Carolina including periodic meetings held at NCHA headquarters in Raleigh, NC, and occasional meetings in Charlotte, NC at The Duke Endowment.

*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.*