

BIG SOUTH FORK MEDICAL CENTER

Job Title: Administrative Assistant	Dept. Number/Title: Administration
Job Code:	Title Reporting To: Chief Executive Officer
FLSA Status: Non-Exempt	Effective Date: 03/06/2023
Division: Administration	Division Head: Chief Executive Officer
<p>Job Purpose: Describes the general purpose of the job; why the job exists.</p> <p>Provides effective and efficient secretarial and related service to the Chief Executive Officer, Chief Nursing Officer and the Medical Staff.</p> <p>The Incumbent handles details of a confidential nature and has a broad knowledge of institutional operations and policies. The incumbent has great latitude for independent judgment and initiative.</p> <p>Accountabilities and Major Work Activities: The principle end results for which this job is held accountable</p> <ol style="list-style-type: none"> I. Promotes a positive image for the hospital and effectively communicates with the Advisory Board, Management, Medical Staff, Employees, Patients and Family Members. <ul style="list-style-type: none"> * Acts as an advocate for the hospital and its Chief Executive Officer. * Interprets/explains policies and procedures for managers and staff. * Interacts with Medical Staff. Maintains Medical Staff privileges file. * Greets everyone in a kind and courteous manner. * Handles patient/family complaints in an appropriate manner, i.e., explaining policy, referring to President or to another manager, etc. Maintains/produces complaint log and required letters. II. Coordinates appointments and meetings. <ul style="list-style-type: none"> * Answers calls in a courteous manner. Schedules appointment/s meetings and keeps Hospital Administrator informed. * Produces agendas and minutes for Advisory Board, Medical Staff, Department Manager, and other meetings. III. Maintains confidentiality of information. <ul style="list-style-type: none"> * Maintains confidentiality of records/conversations/concerns, ever conscious of gossip. IV. Assures transcription and mail are handled promptly and correctly and all letters and memoranda are filed. <ul style="list-style-type: none"> * Transcribes all outgoing correspondence. Distributes correspondence in-house accordingly and files correspondence so that it is readily available when needed. V. Assists in the revision of policies and procedures. VI. Other duties as assigned. 	

Job Specifications

Minimum Level Qualifications

Education:

- 1) Business secretarial degree.
- 2) In lieu of a degree, (5) years minimum of high level secretarial experience.
- 3) Incumbent is expected to learn new technologies and attend workshops to keep pace with changing work environments.

Experience:

- 1) Previous secretarial experience.
- 2) Previous experience in dealing with public.
- 3) Computer experience.

Licensure, Certification, and/or Registration: N/A

Physical Demands:

- 1) Able to sit for long periods of time.
- 2) Able to stand for long periods of time.
- 3) Able to reach top file cabinet drawers.
- 4) Able to lift 20 lbs.

Skills and Qualifications:

- 1) Able to transcribe 65 wpm with accuracy.
- 2) Ability to use different software programs, including Microsoft Word, Excel, PowerPoint and Teams.
- 3) Ability to prioritize.

Other Special Characteristics:

- 1) Ability to communicate well with people in person or over the telephone and with written communication.
- 2) Ability to assess and react to situations.
- 3) Must be motivated and work independently.
- 4) Must be flexible with work schedule (attend early morning and/or night meetings).
- 5) Must be able to perform at a fast pace and/or stressful environment.
- 6) Ability to listen and maintain confidentiality.

Always present yourself professional with a happy, friendly attitude.

I have received, reviewed and fully understand the job description for Administrative Assistant. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name: _____ **Signature:** _____

Date Signed: _____

Hospital Administrator

Date

Form Number	Origination Date	Revision Date	Obsolete Date	Review Date
	01/20/2017			03/01/2018 js

