



Assistant, Senior Executive - Community First Health Plans

Job Class: 0437 (PRN 0438)

Reviewed: 01/21

POSITION SUMMARY/RESPONSIBILITIES

Provides skilled and efficient administrative support and office management assistance for one or more senior members of the Executive Staff. Assures the prompt performance of duties, recognition of priorities, and sensitivity and confidentiality of matters involved. Interacts with employees at all levels of the organization, health plan members, physicians, Board of Directors, public officials, regulatory agencies, and members of the community-at-large. Provides customer service with professionalism, efficiency, confidentiality, and integrity. Preserves the confidentiality of the executive office and promotes University Health and Community First Health Plan's (Community First) guest relation policy.

FUNCTIONS/BEHAVIORS

1. Independently performs routine office management functions for assigned departments as needed or requested. Ensures payroll deadlines are met, maintains business records and calendars, makes travel arrangements, prepares expense reports, greets visitors, handles routine correspondence and telephone calls, and administers office supply budget. Develops and maintains a system that alerts to upcoming deadlines on incoming requests or events. (E, 20%).
2. Records proceedings of department and health plan committee meetings, as needed. Coordinates and assists with preparations that relate to meetings, hearings, and facility tours for visitors. Maintains historical records regarding meetings, policy issues, licensure, and staff employment. {E, 20%}
3. Provides support to assigned Committees and oversees all administrative functions related to the development and implementation of assigned organizational policies and department specific policies/procedures. {E, 10%}
4. Acts as an advocate for stakeholders in resolving customer service issues. Protects confidential information. (E, 10%)
5. Coordinates projects among departments and outside parties, sets priorities, meets deadlines and follows up on assignments with minimum direction. (E, 10%)
6. Assists with research/background information, content development, creation and coordination of presentations. {E, 5%}
7. Completes all purchasing, payroll and accounts payable transactions as required or assigned. Distributes monthly reports to support departments (i.e. position control, annual evaluations, licensure, etc.). (E, 10%)
8. Ensures that all information and data is maintained with the highest level of confidentiality. {E, 5%}
9. Develops and helps others implement office management process improvement plans. Serves as a consultant by assisting staff members with computer related activities. Answers questions about standard business software, computer-based calendars, electronic meeting coordination and the electronic mail system. (M, 5%)
10. Performs other duties as assigned. (M 5%)

11. **Demonstrates competence to perform assigned and general customer assistance responsibilities in a manner that meets the age-specific and developmental needs of customers encountered. (E)**
12. **Appropriately adapts work and customer assistance methods to accommodate the unique physical, psychosocial, cultural, age-specific and other developmental needs of customers. (E)**
13. **Supports University Health System mission, vision and values. Demonstrates established customer service behaviors and standards. Treats all customers with courtesy, dignity, respect and professionalism. (E)**

SUPERVISION

General supervision and instruction is received from the senior leader of the assigned department.

EDUCATION/EXPERIENCE

Two years college education or business school is required. Bachelor's degree in business, management or related field is preferred. At least seven years experience in clerical/administrative positions is required. Experience in healthcare industry and/or local government environment is preferred.

ACCURACY

Accuracy is essential in all duties. Must be well-organized, pay attention to detail and execute responsibilities in a timely manner.

EQUIPMENT

Expert level knowledge of Microsoft Suite and other office equipment and technology is required.

WORKING CONDITIONS

Works at a desk in an normal office setting. Must possess the physical and mental health to meet the demands of this position (i.e. walking, standing, sitting, bending, and lifting a minimum of 251bs). Subject to frequent interruptions and deadlines. May routinely work long or irregular hours.

OTHER

Must read, write and speak English. Strong interpersonal skills and good judgement. Must be capable of handling inquiries from various sources and exercise mature judgment and discretion in replies and referrals. Must maintain a high level of professionalism due to the visibility throughout the organization. Excellent oral and written communication skills with all customers is required. Excellent written and grammar skills is required due to the extensive correspondence development assigned to this role. Must deal with people in a tactful and diplomatic manner. Must also successfully complete the pre-employment/post job offer health screening examination and the annual screening, each year thereafter, as an employee.

HOW TO APPLY

Community First Health Plans is part of University Health. All job applications are received through University Health Human Resources.