



**HEALTH CENTER
PARTNERS**
of Southern California

A Family of Companies



JOB DESCRIPTION

JOB TITLE: Executive Assistant **STATUS:** Non-Exempt Full-Time

REPORTS TO: Chief Executive Officer and Chief Operations Officer

**DIRECT
REPORTS:** None

This job description is intended to be a general statement about this job and is not to be considered a detailed assignment. It may be modified to meet the needs of the organization.

JOB SUMMARY

The Executive Assistant (EA) is responsible for providing support to the CEO and COO. The EA will work closely with the CEO and COO to provide high level research, technological, project and administrative support. The EA will serve as the primary point of contact for internal and external constituencies on all matters pertaining to the CEO and COO. The EA will also serve as liaison to the Board of Director and Executive Team. The EA must be creative and enjoy working within a small, entrepreneurial environment that is mission-driven high performing and results oriented. The EA must also have the ability to interact with staff at all levels, Board Members, legislators and others in a fast-paced, sometime pressure-filled environment, remaining respectful, flexible, proactive, resourceful and efficient, with a high level of professionalism and confidentiality. The EA must have the ability to exercise good judgment in a variety of situations, with strong written and verbal communication, administrative and organizational skills, and the ability to remain calm and effectively manage multiple priorities. The EA must be able to work independently on projects from conception to completion, and must be able to work under pressure at times to handle a wide variety of activities and confidential matters with discretion.

ESSENTIAL JOB FUNCTIONS

Executive Support

- Completes a broad variety of administrative tasks for the CEO and COO, including managing an extremely active calendar, completing expense reports, composing and preparing correspondence that may be confidential, arranging complex and detailed travel plans, itineraries and agendas and compiling documents for meetings.
- Communicates directly with Board Members, funders, legislators, community partners and others as needed.
- Researches, prioritizes and follows up on incoming issues and concerns addressed to the CEO and/or COO, including those of a sensitive and confidential nature. May determine appropriate course of action, referral or response.
- Provides a bridge for smooth communication between the CEO, COO and others, demonstrating leadership to maintain credibility, trust and support with others.

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- Works closely and effectively with the CEO and COO to keep him/her well informed of upcoming commitments and responsibilities, following up appropriately. Acts as a “barometer” having a sense for the issues taking place in the environment and keeping the CEO and COO updated.
- Responsible for formatting, editing and proofing documents and the production of presentation material when needed.
- Assist with general research for the organization, such as literature reviews, benchmarking, data collection and products and service analysis.
- Manages a variety of special projects for the CEO and COO.
- Successfully completes critical aspects of deliverables with a hands-on approach, including drafting acknowledgment letters, personal correspondence, and other tasks that facilitate the CEO and COO's abilities to effectively lead the organization.

Board Support and Liaison

- Serves as CEO and COO administrative liaison to the HCP and HQP Board of Directors, including board meeting preparation and timely and accurate minutes of the meetings.
- Maintains discretion and confidentiality in relationships with Board Members.

Other Duties

- Coordinates corporate calendar in conjunction with local, state and national meetings, Board meetings, Committee/Council meetings and internal meetings annually and as needed.
- Screen telephone calls with tact, diplomacy and good judgment. Assess caller needs and refer caller to correct source of information as required.
- Handle assigned special projects in a wide variety of areas, including coordination of special events and creating/modifying presentation materials as required.
- In coordination with other administrative staff, help maintain computer databases, mailing lists and the CEO resource binder.
- Prepare data analysis as needed; develop presentation materials using graphic and spreadsheet software. Develop internal forms as needed. Track and maintain internal form revisions as required.

QUALIFICATIONS

Demonstrated experience providing professional support to C-Suite executives. Must be highly skilled in effective internal and external communications with superior experience in written, oral and interpersonal communication skills. Strong ability to build effective relationships with stakeholders, including staff, Board Members and external partners. Polished and professional demeanor with a proactive, positive and energetic personality. Demonstrated proactive approach to problem solving with strong decision making capability. Emotional maturity and a proven ability to handle confidential information with discretion, be adaptable to various competing demands, and demonstrate the highest level of customer service and response. Must have excellent organizational skills that reflect the ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail. Must have the ability to work independently and the ability to demonstrate and exercise effective and appropriate independent judgment.

Education/Experience

- Bachelor's degree is required, preferably in Business Administration or similar field.
- Strong work tenure – minimum of seven years of supporting C-Suite executives, preferably in a fast paced, innovative, entrepreneurial organization.
- Proficient in Microsoft Office (Word, Excel, PowerPoint), Adobe Acrobat and Outlook.

PHYSICAL REQUIREMENTS

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- Ability to sit or stand for long periods of time
- Ability to reach, bend and stoop
- Physical ability to lift and carry up to 20 lbs.

HIPAA/COMPLIANCE

- Maintain privacy of all patient, employee and volunteer information and access such information only on a need to know basis for business purposes.
- Comply with all regulations regarding corporate integrity and security obligations. Report Unethical, fraudulent or unlawful behavior or activity.

I acknowledge that I have read and understand this job description. My signature below certifies that I am able to perform the essential duties and responsibilities of this position. I have also discussed any accommodations that I feel I might need to allow me to perform these essential functions. Additionally, I agree to abide by the policies and procedures established by Health Center Partners of Southern California.

Signature

Date

Employee Name (please print)