



## Executive Assistant/Director, Medical Staff Services JOB DESCRIPTION

Position Title:	Executive Assistant/Director, Medical Staff Services	Exemption Status:	Exempt
Job Classification:		Job Code:	
Department:	Administration		
Reports to:	Chief Executive Officer		
Last Update:	April 25, 2013		

### Job Summary

The ideal candidate will be experienced in handling a wide range of administrative and executive support related tasks and will be able to work independently with little or no supervision. This person must be especially well organized, flexible, and enjoy the challenges of supporting an administrative team of diverse people and programs. The ability to interact with people (at all levels) in a fast-paced environment, sometimes under pressure, remaining flexible, proactive, resourceful, and efficient, with a high level of professionalism and confidentiality is crucial to this role. Expert level computer, writing, and verbal communication skills, strong decision-making ability, and attention to detail are equally important. This position is also responsible for the coordination and oversight of Medical Staff Services by assisting them with organization, documentation, communications, problem solving and provide detailed support for all physician and allied health Medical Staff credentialing and re-credentialing.

### Essential Functions

- Represent the CEO and Administration to the public through personal, telephone, and electronic communications
- Responsible for day-to-day office operations and record keeping systems
- Prepare and edit correspondence, communications, presentations, and other documents
- Prioritize and manage multiple projects simultaneously, and follow through on issues in a timely manner
- Responsible for heavy calendar management, requiring interaction with both internal and external executives and assistants to coordinate a variety of complex executive meetings
- Responsible for recording the minutes for Administrative Council, Medical Staff and Board of Trustee Meetings
- Oversee and manage the processing of all Medical Staff and Allied Health Staff credentialing and re-credentialing applications in accordance with Medical Staff Bylaws, Rules and Regulations, and State and Federal law
- Assist the Medical Staff with development of privilege criteria, privilege delineations, and other documents necessary to an effective credentialing process.
- Maintain confidential credentials files and electronic medical staff credentialing information
- Maintain an efficient flow of work in the department
- Responsible for the production of monthly calendars (Administrator On-Call, Conference Room, etc)
- Coordinate travel arrangements for management and physician recruitment

### Non-Essential Functions

- Perform other duties as assigned.

## **Professional Requirements**

- Adhere to dress code, appearance is neat and clean.
- Complete annual education requirements.
- Maintain confidentiality at all times.
- Provide excellent customer service.
- Report to work on time and as scheduled.
- Wear identification while on duty.
- Maintain regulatory requirements, including all state, federal and local regulations.
- Represent the organization in a positive and professional manner at all times.
- Comply with all organizational policies and standards regarding ethical business practices.
- Communicate the mission, ethics and goals of the organization.
- Participate in performance improvement and continuous quality improvement activities.
- Attend regular staff meetings and in-services.

## **Qualifications**

- Minimum 3 - 5 years of experience supporting administration at the executive level required
- An Associate Degree, or higher, in business administration, administrative assistant, or related field preferred.
- CMSC and/or CPCS Certification by the National Association Medical Staff Services preferred.
- Excellent computer skills. Proficiency in MS Windows and Office (Word, Excel, PowerPoint, Publisher, and Outlook).
- Affiliation with the National Association Medical Staff Services and the State Association Medical Staff Services strongly encouraged.

## **Knowledge, Skills, and Abilities**

- Knowledge of administrative services.
- Strong organizational and interpersonal skills.
- Ability to determine appropriate course of action in more complex situations.
- Ability to work independently, exercise creativity, attentive to detail, and maintain a positive attitude.
- Ability to manage multiple and simultaneous responsibilities and to prioritize scheduling of work.
- Ability to maintain confidentiality of all medical, financial, and other information.
- Ability to complete work assignments accurately and in a timely manner.
- Ability to communicate effectively, both orally and in writing.
- Ability to handle difficult situations involving customers, physicians, or others in a professional manner.

## **Physical Requirements and Environmental Conditions**

- Work is performed during regular work hours, but will require overtime and/or weekend hours to meet deadlines.
- Work in varying degrees of temperature (heated or air conditioned).
- Work under extreme pressures.
- Position requires frequent use of the computer.
- Position requires continual mental concentration and specific attention to detail.
- Position requires sitting for approximately 4-6 hours per day and walking for 2 hours per day.
- Position requires light to moderate work with 50 pounds maximum weight to lift and carry.
- Position requires reaching, bending, stooping, and handling objects with hands and/or fingers, talking and/or hearing, and seeing.

## **General Sign-off**

The employee is expected to adhere to all agency policies and to act as a role model in adherence to agency policies.

*The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities.*

I have read, understood and had the opportunity to ask questions regarding this position description.

---

**Employee's Signature**

---

**Date**