

DAHL MEMORIAL HEALTHCARE ASSOCIATION
CRITERIA BASED JOB DESCRIPTION AND PERFORMANCE APPRAISAL

POSITION NAME: ADMINISTRATIVE EXECUTIVE ASSISTANT **JOB CODE:** 8700

DEPARTMENT: ADMINISTRATION

STATUS: Non-Exempt

DATE WRITTEN, REVISED OR REVIEWED: 1/24/2022

A. JOB SUMMARY/PURPOSE:

In this position, the Executive Assistant provides administrative and governance support for the organization; working under the direction of the CEO. Performs duties including composing, proofreading, verifying and editing all materials produced from the CEO for accuracy and clarity. Schedules and coordinates meetings, maintains files, manages travel and completes expense reports. Interviews and screens office callers and makes appointments. May compile and type statistical reports. Prepares agendas in advance, records Board and staff meetings and is accountable for accurate minute transcription. Responsibility for Facebook and web page content and updates.

Acts as the primary Human Resource representative. As such will perform human resource department duties: HR compliance, reporting, benefits, and employee assistance. Job description review, posting and interviewing. Collaborates with CEO and department directors in the hiring process. Does not have hiring and firing authority. However, does participate in disciplinary processes, as appropriate. Participates in leave communications and decisions and legal compliance. Works in collaboration with CEO on Medical Staff Credentialing, meeting coordination, and other medical staff administrative duties as assigned by the CEO.

Acts as the Performance Improvement Plan Representative. As such will perform performance improvement activity: Work with CEO to develop facility wide PI plan and practices. Responsible for PI compliance and Reporting. Works with Department Directors related to PI Education and implementation. Primary liaison for PI activity.

Acts as the primary Public Relations and Marketing representative. Performs marketing and public relations duties: advertising, website updates, social media, etc.

The Executive Assistant deals discreetly with a wide variety of confidential information, concerning professional and personal performance of staff, confidential information concerning hospital affairs, board work and governance initiatives, information discussed at meetings, contained in minutes, legal matters, letters, and other documents, must have the ability to remain unbiased and confidential. Given the extensive interaction with the CEO, staff, and others, as well as the job duties, this position requires on-site attendance Monday through Friday during normal business hours.

B. ACCOUNTABILITY/ORGANIZATIONAL RELATIONSHIPS:

This position reports directly to the CEO. Works closely with Board of Directors and Leadership.

C. POSITION QUALIFICATIONS/SPECIFICATIONS:

1. **EDUCATION:** Associates degree in secretarial science, social sciences, business administration or equivalent combination of education experience preferred. Certified Administrative Professional or Certified Professional Secretary certification or ability to obtain.
2. **LICENSURE:** None required
3. **EXPERIENCE:** Minimum of 2-5 years of prior administrative experience required with the most recent years reporting to a CEO preferred. Experience in healthcare setting is highly desirable as well as experience working with Boards of Directors. Prior experience in Office Management is desired. This is a position that is exposed to highly confidential material and the trait of confidentiality is requisite for this position.
4. **SPECIAL SKILLS:**
 - Ability to manage multiple tasks and assignments simultaneously, plan, organize and direct office support functions.
 - Advanced proficiency in word processing and spreadsheet software including: PowerPoint, Word, Excel and Outlook as well as use of dictation equipment. Keen ability to adapt to new computer programming and new systems learning is required.
 - Ability to accurately proof and edit non-routine correspondence, reports, etc., draft routing correspondence and recurring reports, perform noncomplex mathematical calculations, and develop and maintain record keeping systems and the possession of advanced secretarial skills to serve effectively in a high paced environment is a must.
 - Excellent verbal and written communication skills necessary for communicating with internal staff as well as external customers, patients, board members, vendors, etc.
 - Ability to take and timely prepare accurate minutes of meetings, phone conferences, etc.
 - Organizational and analytical skills necessary to maintain alpha/numeric filing system, to gather and summarize data for reports, offer solutions to various administrative problems, and prioritize work.
 - Ability to work independently and proactively and to maintain CEO's daily schedule and organize his/her work routine.
 - Ability to concentrate and pay close attention to detail, establish work priorities and meet deadlines.
 - Ability to follow-through and follow-up on assignments.
 - Ability to organize office operations and apply policies, procedures and operation in order to carry out assigned accountabilities.
 - Working knowledge of hospital organizations and functions of various health care departments is helpful.
 - Understanding of governance role in a health care setting, including role of boards and committees, and the confidentiality of information provided and/or discussed during meetings.
 - Excellent customer service skills
 - Maintains a professional delivery and appearance at all times.
 - Ability to assess and balance workload needs in an administrative office setting and provide direction and mentorship for other clerical staff members.

- Ability to work cooperatively and collaboratively with outside vendors, agents, contractors, etc.

5. **PHYSICAL DEMANDS:** Following are physical demands experienced in most positions. Those marked are experienced on a regular and consistent basis.

CLIMBING: Ascending and descending ladders and step stools, using feet and legs and/or hands and arms. Body agility is emphasized. This factor is important as the amount and kind of climbing required exceeds that normally required for ordinary locomotion and requires acute hand/leg coordination.

Constantly *Occasionally* *Rarely*

BALANCING: Maintains body equilibrium to prevent falling when walking, standing, crouching and kneeling on narrow and slippery surfaces. This factor is important as the amount and kind of balance required exceeds that normally required for ordinary locomotion of body equilibrium.

Constantly *Occasionally* *Rarely*

STOOPING: Bending body downward and forward by bending spine at the waist. This factor is important as it occurs to a considerable degree and requires full use of the lower extremities and back muscles.

Constantly *Occasionally* *Rarely*

KNEELING: Bending legs at the knee to come to rest on knee(s). This factor is important as it occurs more frequently than normal daily tasks and requires full use of lower extremities and back muscles.

Constantly *Occasionally* *Rarely*

CROUCHING: Bending the body downward and forward by bending the legs and spine. This factor is important as it occurs to a considerable degree and requires the full use of back muscles, leg and abdominal muscles.

Constantly *Occasionally* *Rarely*

REACHING: Extending the hands and arms at full reach in all directions. This factor is important as it occurs to a considerable degree and requires the full use of the shoulder, neck, arm and back muscles.

Constantly *Occasionally* *Rarely*

STANDING: Remaining in stationary locations for sustained periods of time. This factor is important as it occurs to a considerable degree and requires the full use of back, abdominal, and leg muscles.

Constantly *Occasionally* *Rarely*

WALKING: Moving about on foot to accomplish tasks particularly from one location in the facility to another location. This factor is important as it requires full use of back and leg muscles, body equilibrium and balance.

Constantly *Occasionally* *Rarely*

PUSHING: Using upper extremities and legs to exert force to tug, drag, pull, draw objects in a sustained motion. Exerting force up to 100 pounds. This factor is important

as it occurs frequently and requires the full use of upper extremities, leg, back shoulder and arm muscles.

Constantly *Occasionally* *Rarely*

PULLING: using upper extremities and legs to exert force to tug, drag, pull, and draw objects in a sustained motion. Exerting force up to 100 pounds. This factor is important as it occurs frequently and requires the full use of upper extremities, leg, back shoulder and arm muscles.

Constantly *Occasionally* *Rarely*

LIFTING: Raising and lowering objects from lower to higher positions and moving objects horizontally from position to position. This factor is important as it occurs to a considerable degree and requires the substantial use of the upper extremities and back muscles.

Constantly *Occasionally* *Rarely*

CARRYING: Using the upper extremities, shoulders and arms, and legs to lift and move objects to another position and location. This factor is important as it occurs to a considerable degree and requires the substantial use of the upper extremities.

Constantly *Occasionally* *Rarely*

GRASPING: Applying pressure to an object with fingers, palm and thumb. This factor is important as it occurs to a considerable degree and requires constant use of the upper extremities, wrist and hand.

Constantly *Occasionally* *Rarely*

FEELING: Perceiving the attributes of objects, such as size, shape, temperature, texture and weight by touching with the skin, particularly the fingertips and hands. This factor is important as it requires acute sensitivity and use of fingers and hands.

Constantly *Occasionally* *Rarely*

FINGERING: Picking, pinching, typing or otherwise working primarily with fingers rather than with whole hand or arm as in handling. This factor is important as it occurs to a considerable degree during the routine tasks.

Constantly *Occasionally* *Rarely*

TALKING: Expressing, exchanging and conveying ideas by means of the spoken word. Those activities in which important and detailed instruction and information is conveyed accurately, loudly and quickly. This factor is important as it occurs to a considerable degree during routine tasks dealing with facility clientele.

Constantly *Occasionally* *Rarely*

HEARING: The ability to comprehend speech at normal conversational levels with or without amplification. (4 frequency at Pure Tone Average no worse than 40db in the better ear). This factor is important as it is required for personal safety and customer dissemination of information.

Constantly *Occasionally* *Rarely*

REPETITIVE MOTIONS: Substantial movements and motion of the arms, shoulders, wrists, hands and fingers. This factor is important as it occurs to a considerable degree and requires the use of the upper body and hands.

Constantly *Occasionally* *Rarely*

VISUAL ACUITY LEVEL 1: This is a minimum standard for use with those whose work deals largely with visual inspection and preparing and analyzing data and figures, computer terminal, accounting, inspection of machines, using measurement devices and microscopes at distances close to the eyes.

VISUAL ACUITY LEVEL 2: This is a minimum standard for use with those whose work deals with machines, monitors, various radiology machines, power equipment and where the seeing job is at or within arm's reach.

VISUAL ACUITY LEVEL 3: This is a minimal standard for use with those whose work deals with accuracy and neatness such as janitorial services.

COLOR ACUITY: Perceive color distinction and discrimination. This factor is important as it is required for illness and disease clarification, food presentation, and facility cleanliness.

Constantly *Occasionally* *Rarely*

SMELL ACUITY: Perceive odor distinction and discrimination in the operation of equipment and in room cleanliness. This factor is important as it is required for illness and disease diagnosis, food presentation, and facility cleanliness.

Constantly *Occasionally* *Rarely*

TASTE ACUITY: Perceive taste discrimination for flavor and odors using tongue and nose. This factor is important as it is required for food presentation.

Constantly *Occasionally* *Rarely*

6. PHYSICAL REQUIREMENTS:

SEDENTARY WORK: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

LIGHT WORK: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

MEDIUM WORK: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

HEAVY WORK: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.

VERY HEAVY WORK: Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

7. WORKING CONDITIONS:

A. WORK HOURS: onsite 8:00-5:00 Monday thru Friday

B. OCCUPATIONAL EXPOSURE:

Category I: Job-related tasks involving exposure to blood and other potentially infectious materials.

Category II: Job-related tasks involving a possible or unplanned exposure to blood or other potentially infectious materials.

Category III: Job-related tasks involving no exposure to blood or other potentially infectious materials and Category I tasks are not a condition of employment. But may involve performing unplanned Category I or II tasks.

C. PPE (Personal Protective Equipment):

Gloves

Lead Apron, Gloves, Shields

Mask

Moisture Resistant Gown

Dosimeter

Chemical Resistant Coveralls

Respirator

Goggles/Safety Glasses/Eye Shields

Ear plugs/muffs

PPE may be required based upon hospital policy. For example, all employees may be required to wear masks.

D. PHYSICAL SURROUNDINGS/HAZARDS:

1. The worker is subject to inside environmental conditions: protection from weather conditions but not necessarily from temperature changes.

Constantly *Occasionally* *Rarely*

2. The worker is subject to outside environmental conditions: no effective protection from weather.

Constantly *Occasionally* *Rarely*

3. The worker is subject to both inside and outside environmental conditions: activities occur inside and outside.

Constantly *Occasionally* *Rarely*

4. The worker is subject to extreme cold: temperature below 32 degrees F for periods of more than one hour.
 Constantly *Occasionally* *Rarely*
5. The worker is subject to extreme heat: temperature above 100 degrees F for periods of more than one hour.
 Constantly *Occasionally* *Rarely*
6. The worker is subject to noise: there is sufficient noise to cause the worker to shout in order to be heard above the ambient noise level.
 Constantly *Occasionally* *Rarely*
7. The worker is subject to vibration: exposure to oscillating movements of the extremities or whole body.
 Constantly *Occasionally* *Rarely*
8. The worker is subject to hazards: including a variety of physical conditions such as proximity to moving mechanical parts, electrical current, working on scaffolding and high places, exposure to high places, high heat or chemicals.
 Constantly *Occasionally* *Rarely*
9. The worker is subject to atmospheric conditions: one or more of the following conditions that affect the respiratory system, or the skin (i.e. fumes, odors, dusts, mists, gasses, or poor ventilation).
 Constantly *Occasionally* *Rarely*
10. The worker is subject to oils: there is air and/or skin exposure to oils and other cutting fluids.
 Constantly *Occasionally* *Rarely*
11. The worker is subject to lacerations, punctures and abrasions to body extremities: exposure to sharp knives, sharp instruments, cutting tools, and/or needles.
 Constantly *Occasionally* *Rarely*
12. The worker is not substantially exposed to adverse environmental conditions, such as in the typical office or administrative position.
 Constantly *Occasionally* *Rarely*
13. The worker is subject to occupational radiation exposure & chemical exposure.
 Constantly *Occasionally* *Rarely*
14. The worker is subject to burns associated with hot surfaces and liquids.
 Constantly *Occasionally* *Rarely*

D. ESSENTIAL FUNCTIONS:

	PERFORMANCE APPRAISAL 1 = Standard Unmet (requires comments) 2 = Meets standard 3 = Exceeds standard (requires comments)	COMMENTS	enter 1, 2, 3 this column
EMPLOYEE RESPONSIBILITIES			
1.	Understands and adheres to DMHA policies and procedures relating to attendance, does not abuse designated break times and areas.		
2.	Follows proper safety procedures, i.e. Lifting, carrying and other Occupational Safety Hazards.		
3.	Portrays a professional image in wearing apparel, name tag, and personal appearance.		
4.	Understands and adheres to DMHA policy on confidential information. Maintains utmost confidentiality, including maintaining confidential files. Manages sensitive and confidential information in a professional manner		
5.	Complies with DMHA policies and procedures regarding Infection Control.		
6.	Understands and adheres to DMHA policy on reporting on-the-job injuries or illnesses as well as other worker's compensation rules and regulations.		
7.	Displays willingness to assist other departments in times of fluctuating census, staff shortages, emergencies or special circumstances.		
8.	Maintains knowledge of DMHA/department operations and policies and procedures and Employee Handbook through participation in Annual Review, department meetings and in-services, reviewing minutes, reading policies and procedures, etc.		
EFFECTIVENESS FACTORS			
9.	Demonstrates customer service by meeting customer and others needs and interacting with them in a satisfactory manner.		
10.	Acts in a way that indicates understanding and interpretation of others' concerns, motives, and feelings. Recognizes strengths and limitations of other employees. Acts in a manner reflective of the mission and vision of DMHA		
11.	Shares appropriate information with immediate supervisor and/or co-workers through clear communication. Brings prioritized issues to the CEO's attention as soon as possible. Takes		

	PERFORMANCE APPRAISAL 1 = Standard Unmet (requires comments) 2 = Meets standard 3 = Exceeds standard (requires comments)	COMMENTS	enter 1, 2, 3 this column
	initiative to respond to routine correspondence, when appropriate		
12.	Demonstrates an understanding of the partnership between job responsibilities and the overall organizational goals.		
13.	Develops cooperation and a teamwork attitude toward solutions that generally benefits all parties involved. Manages and resolves problems/situations in the CEO's absence.		
14.	Receptive to change, sees value in differing positions and adjusts to change in methods, procedures and working conditions.		
15.	Expresses desire to improve and develop self, sets own development challenges and volunteers to learn.		
16.	Demonstrates confidence in own skills, capabilities, and judgments. Appropriately uses initiative and good judgment to ensure matters are handles in timely and appropriate manner.		
17.	Maintains consistent performance and stable emotions when under stressful and changing work conditions.		
18.	Maintains and conserves available resources. Effectively organizes and prioritizes workload to comply with deadlines. Skilled at multitasking		
19.	Works to improve the way tasks are accomplished and maintains the agreed upon improvement as an ongoing standard.		
	PRIMARY FUNCTIONS		
20.	Provides secretarial support, schedules and coordinates special functions/meeting for CEO, multiple staff committees and Board of Directors as needed. Maintains files for CEO. Accurately transcribes, types, proofs, collates, and distributes a variety of materials: e.g. correspondence, policy manuals, reports, charts, minutes of meetings, proposals, agreements, etc., makes changes in grammar, punctuation or spelling as needed.		
21.	Schedules and coordinates meetings, prepares agendas, records and transcribes minutes for distribution, maintains calendars, maintains files in accordance with appropriate laws, and drafts HR documents.		

	PERFORMANCE APPRAISAL 1 = Standard Unmet (requires comments) 2 = Meets standard 3 = Exceeds standard (requires comments)	COMMENTS	enter 1, 2, 3 this column
22.	Conducts frequent special projects for job fairs, DMHA sponsored community events, etc.		
23.	Maintains, manages, and updates facility website and Facebook page. Coordinates, develops and participates in other marketing activities. Assembles advertising display boards, including employment openings, for DMHA events.		
24.	Coordinates the support necessary to keep office operations working smoothly		
25.	Serves as a mentor for other clerical staff members		
26.	Ensures HR compliance, reporting, postings, job postings, benefits, and employee assistance. Responsible for employee acknowledgements.		
27.	Collaborates with CEO and department directors in the hiring process		
28.	Collaborates with CEO and department directors in disciplinary processes, as appropriate		
29.	General HR duties		
30.	Works with and consults legal counsel, as appropriate or directed by the CEO.		
31.	Assists in the flow of communications within the organization, serves as informational resource to internal and external contacts: answers questions, makes appropriate referrals, exercises responsibility for the day-to-day details, thus increasing the time the CEO is available to deal with broader management responsibility.		
32.	Researches problems for the CEO and works closely with staff to ensure research efforts are coordinated and efficient.		
33.	Works closely with AP/Payroll on any employee compensation issues		
34.	Coordinates and facilitating governance initiatives including communications between the CEO, Board Chair and members as needed		
35.	Coordinates/schedules board meetings, prepares board agendas and packets. Ensures that board members receive packet of materials prior to meetings		

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36.	Records and transcribes Board minutes. Acts as confidential recording secretary to the Board of Directors or for other meetings.		
37.	Assists the Board as needed to facilitate board development, education and orientation		
38.	Assists in developing, implementing, and administering facility wide PI plan and practices		
39.	Responsible for PI compliance, tracking and reporting. Act as primary liaison for PI activity, including attending PI Committee meetings, as required.		
40.	Coordinates Smartboard, satellite connections for staff and various organizations utilizing DMHA conference room capabilities		
41.	Monitors various departmental computer drives assuring that appropriate documents are in PDF format on DMHA's Public Drive		
42.	Coordinates housing requests for traveling providers and caregivers and coordinates with Housekeeping assuring that house is clean and ready for occupancy		
43.	Assists with Marketing, Strategic Planning, and Community Needs Assessment		
44.	Voluntarily performs other duties as assigned or required		
	← TOTAL STANDARDS	TOTAL POINTS	

I have read and I can meet all the requirements for this position. I acknowledge that these duties and responsibilities may change at any time with notification.

Employee's Signature Date

Manager's Signature Date

