

Executive Assistant

JOB DESCRIPTION

COMPANY DESCRIPTION

The Illinois Primary Health Care Association is a trade association that represents a network of community health centers (healthcare providers) that operate 420 sites and deliver care to more than 1.5 million patients annually. We are seeking an Executive Assistant to support our CEO and Executive Team as we help our members provide the highest quality healthcare to residents of Illinois. If you are an energetic, collaborative individual looking to be a part of a dynamic culture, join our team and make a difference!

IPHCA is committed to creating a diverse and inclusive environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for equal employment regardless of race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

POSITION SUMMARY

The Executive Assistant (EA) is an administrative support position in the Administrative Services Department. The EA is responsible for performing various secretarial and support services for the Illinois Primary Health Care Association. This position reports directly to the Director of Training & Member Services.

The position will perform a wide variety of clerical duties such as filing, typing, copying documents, screening, and transferring calls, arranging meetings, compiling information for routine reports or other materials. Deals with complex inquiries from staff and Members. Distributes mail, handles travel accommodations, and maintains office supplies. Candidate must have advanced Microsoft Office skills, including Word, Excel, and PowerPoint.

POSITION STATUS

Full time, non-exempt

SALARY RANGE

Grade 17

CERTIFICATIONS

Notary Public

QUALIFICATIONS

Education Required: Minimum of a high school diploma or equivalent, with preference given for an associate degree at a professional school or community college or bachelor's degree.

Competencies Required: Typing minimum 65-70 wpm, with proficiency in Microsoft office software programs, and the ability to take sufficient notes at a meeting to prepare an accurate record of events. Speed writing or Shorthand, transcription skills, exemplify strong "people" skills, a command of communication skills and the ability to handle a great amount of detail effectively. Must easily work with diverse membership, staff, and contacts. Ability to plan and organize workloads with minimum direction. Position requires flexibility and versatility. Social media experience is a plus.

Experience Required: Two years of experience in an administrative secretarial capacity. Education may be substituted for work experience.

Technology Requirements: Ability to use computers and various software packages, telephone and voicemail system, postage machine, fax machine, binding machine, printers, copiers, 10-key calculator, and various other office related equipment.

Language Development: Ability to report, write, or edit articles for publication; advise people; evaluate technical data.

Mathematical Development: Ability to compute arithmetic calculations involving fractions, decimals, and percentages, and simple algebraic calculations.

Reasoning Development: Ability to solve practical problems; variety of variable with limited standardization; interprets instructions.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the job duties of this job, the employee is regularly required to talk and hear. The employee is required to exert 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. The employee is frequently required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; and repetitive motions. Specific vision abilities required by this job include far, near, and mid-range vision.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee works in a normal office environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Answer phone calls politely and in an efficient manner. Forward callers to appropriate staff member or take accurate messages that are promptly delivered to appropriate staff member.
2. Greet all guests, ensure they sign in and have proper identification, and direct them to the appropriate areas.
3. Accurately and efficiently type correspondence, reports, minutes, etc. as directed.
4. Assist as directed in coordinating meetings and functions, including developing and distributing meeting notices and follow-up, taking and transcribing minutes, preparing mailings, developing agendas, preparing for meals, etc.
5. Provide day-to-day administrative and logistical support to the CEO and Executive Team.

6. Establish and maintain official documents and records in appropriate files. Must accurately maintain company files and other related documents in a confidential manner.
7. Draft and edit various correspondence; copy, collate, and distribute materials for staff.
8. Must have advanced Microsoft Office skills. This includes the ability to independently and easily open an existing Word document; edit an existing document; save the document as a new document, retaining the original document in its unedited state; create a new document; change the saved location of a document; perform mail merges to create form letters, mailing labels, envelopes, or other lists as requested; track and/or accept changes to a document; format a document, including the use of headers and footers, watermarks, etc.; insert and format clip art, photos, or another Word file into a document; create and format tables.
9. Must have advanced Microsoft Excel skills. This includes the ability to independently and easily open an existing Excel spreadsheet; enter or delete data; save the spreadsheet as a new spreadsheet, retaining the original spreadsheet in its unedited state; insert or delete a sheet within a file; create a new spreadsheet; copy, cut, and paste data; use simple mathematical formulas; alphabetically or numerically sort data; create charts and graphs based on numerical information.
10. Must have Adobe Acrobat skills. This includes the ability to create and edit documents.
11. Must have skills to effectively manage the IPHCA Membership Database as defined by management. Duties include creating events, tracking registration and payments, updating Key Staff and Member roles, registering individuals or organizations for events, pulling reports, adding, and inactivating Members, and working with the Accounting Department to track payments and refunds.
12. Provide courteous and efficient support to all staff, members, clients, and visitors.
13. Assist with training of other staff as required.
14. Assist with the coordination of trainings and events including the Annual Leadership Conference, webinars, on-site trainings, etc. Duties include tracking registrations and attendees, preparing materials such as nametags, sign-in sheets, binders, etc. Must attend all IPHCA trainings and events as requested, which includes an occasional night or weekend event. Attendance at IPHCA's Annual Leadership Conference and Springfield Advocacy Days are mandatory.
15. Provide support to assigned committees and meetings. Responsible for all aspects of the meeting, including preparing meeting notices, scheduling, and setting up the meeting room, handling RSVPs, preparing and distributing packets, ensuring that table tents are prepared, taking and transcribing minutes, assisting Members and staff with any requests, tracking attendance, etc.
16. Perform all other duties as requested.
17. Additional and/or alternative duties may be assigned at the sole discretion of IPHCA.

OTHER NECESSARY SKILLS AND ABILITIES

- Must be able to strictly adhere to the IPHCA attendance policy; regular attendance and punctuality are essential functions of this position. Work hours are Monday through Friday 8:30 a.m. – 5:00 p.m. (in the office) with an occasional early morning, evening, or weekend event.
- Must be able to work well under pressure with deadlines with the ability to manage multiple projects with little supervision.
- Must have excellent time management and communication skills.
- Must be able to present a business image to persons who have diverse interests and ideas.
- Must be able to establish and maintain effective working relationships with supervising personnel, co-workers, subordinates, and the general public.
- Must be able to project a positive, concerned image to the public.
- Must be able to travel to attend meetings, including some overnight stays either by personal automobile and/plane as necessary.
- Must have a valid Illinois driver's license.
- Must be able to use own automobile and have all liability and other automobile insurance as required by law.

REPORTING REQUIREMENTS

Reports to the Director of Training & Member Services, or as otherwise directed.

PRINCIPAL CONTACTS

President and CEO, COO, Chief Public Affairs Officer, CFO, Director of Communications, IPHCA and CQuest Vice Presidents and staff, vendors, IDPH, IDHFS, BPHC, IPHCA Members and the general public.

Dated written: October 21, 2019
Written by: Rachael Pearce
Revised: March 28, 2024
Reviewed by:
Approved: