

Human Resources
750 S. Wolcott
Room: G-50
Chicago, IL 60612

COOK COUNTY HEALTH
& HOSPITALS SYSTEM



Job Code: 0048
Grade: 16
FLSA: Nonexempt

Standard Job Description

Job Title
Administrative Assistant III

Department
Ambulatory and Community Health Network
(ACH)

Serges Packe

Job Summary

The Administrative Assistant will serve a pivotal role providing staff support to both primarily the Health Center and the Department Leadership Team, and provide support on a daily basis for Patient Satisfaction initiatives. This position will perform the following on a daily basis: schedule and organize meetings, conferences and presentations; manage calendars; act as receptionist; address departmental communication by responding to inquiries via email and phone; prepare simple correspondence; update budgets and review expense reports; maintain inventory; update and maintain department records; assist with onboarding new personnel; monitor the credentialing process; liaise with other departments and personnel; and performs all other related duties as assigned.

Typical Duties

- Maintains documents related to compliance with legal and regulatory bodies and the operation of the department.
- Distributes copies of current and updated policies procedures, protocols, interagency agreements and directives to all departmental services.
- Orients new hires to time and attendance requirements and departmental expectations.
- Assists in planning and maintaining the department budget and staffing.
- Prepares documents related to the hiring process, including Requests to Hire, and candidate packets.
- Completes purchase requisitions and any other documents needed for equipment and reimbursements.
- Adheres to the Cook County Health & Hospitals System (CCHHS) and departmental confidentiality policies related to patient care and sensitive activities, including personnel-related actions.
- Determines priority of work as assigned and completes assignments by intended target dates.
- Completes clerical duties including answering the telephone, responding to correspondence, sorting and distributing the mail, filing, typing, and other clerical responsibilities as assigned.
- Performs payroll functions for department, including the completion of payroll correction forms and maintenance of leave documents; monitors time and attendance.
- Maintains a database to monitor time and attendance, including tardiness, dock time, FMLA use and missing punches for every department employee and contractor.
- Submits requests for the repair and maintenance of office equipment for the department; maintains a par stock of supplies for the department.
- Performs other duties as assigned.

Reporting Relationships

Reports to the Chief Operating Officer for Ambulatory and Community Health Network (ACHN)

Minimum Qualifications

- High School diploma or equivalent **required**
- Three (3) years of prior experience providing administrative support to a department or a member of management **required**
- One (1) year of experience with one or more of the following activities: scheduling events with multiple participants, timekeeping, updating records and reports, experience responding to basic e-mail communications **required**
- Intermediate experience in Microsoft Office applications including Excel, Work, and PowerPoint **required**

Knowledge, Skills, Abilities and Other Characteristics

- Intermediate knowledge of Microsoft Office Suite
- Knowledge of departmental and hospital policies/procedures
- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Strong customer service and empathy skills
- Demonstrates good computer and typing skills
- Demonstrate good phone and email etiquette skills with strong response times
- Demonstrate analytical and organizational, problem-solving, critical thinking, and conflict management/resolution skills
- Demonstrate attention to detail, accuracy and precision
- Ability to prioritize, plan, and organize projects and tasks
- Ability to multi-task and meet deadlines in a fast paced and stressful environment
- Ability to adhere to department policies and standards utilizing best practices
- Ability to maintain a professional demeanor and composure when challenged
- Ability to function autonomously and as a team member in a multidisciplinary team

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, "Typical Duties" are essential job functions.

Approval: Debra S. Carey May 3, 2016
Debra Carey Date
Chief Operating Officer Ambulatory Services

Approval: _____
Gladys Lopez Date
Chief of Human Resources