

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



Job Code: 0048
Grade: 16
FLSA: Non-Exempt

Standard Job Description

Job Title
Administrative Assistant III

Department
Pediatrics

Job Summary

The Administrative Assistant III provides confidential administrative support, secretarial duties and clerical functions for the Division Chair and Division members including reception, scheduling, correspondence and data entry functions.

Typical Duties

- Provides administrative support by answering and routing phone calls
- Addresses department emails, prepares correspondence, and responds to all requests in a professional manner
- Manages meeting agendas/calendars, schedules and/or confirms meetings
- Creates spreadsheets, presentations and word processing documents as needed
- Maintains department records; Updates budget and reviews expense reports
- Files professional billing sheets and enters information into the database while maintaining accurate and organized records
- Creates draft supporting updates/changes to the policies and procedures
- Delivers signed paperwork to various offices as required, such as credentials verification requested material
- Copy and print peer review journal articles
- Maintains office supply inventory; reports any issues or concerns pertaining to damage and/or supply shortage
- Acts as an administrative liaison with other department and personnel throughout Cook County Health & Hospitals System (CCHHS) as needed
- Performs other related duties as assigned

Reporting Relationships

Reports to the Chair of the Department of Pediatrics

Minimum Qualifications

- High School Diploma or GED
- Three (3) years of prior experience providing administrative support to a department or a member of management
- Minimum 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 email communications.
- Intermediate proficiency in Microsoft office applications (Word, Excel, PowerPoint and Outlook)

Knowledge, Skills, Abilities and Other Characteristics

- Basic knowledge of Microsoft Office Suite
- 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 attention to detail, accuracy and precision
- Ability to prioritize, plan, and organize projects and tasks
- Ability to multi-task and meet deadlines
- 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
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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:



Lisa Giordano
Attending Physician Senior VI

12/7/16.

Date

Approval:

Gladys Lopez
Chief of Human Resources

Date