

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



Job Code: 0050
Grade: 18
FLSA: Non-Exempt

Standard Job Description

<u>Job Title</u>	<u>Department</u>
Administrative Assistant IV	Clinical and Anatomical Services Administration

Job Summary

Performs highly specialized and administrative and secretarial work for department director. Prepares reports and memoranda including conclusions and recommendations for solution of administrative problems. Issues and interprets departmental policies and procedures. Directs new personnel in expected standards of performance

Typical Duties

- Interprets policy decisions to personnel and acts in an advisory capacity in the formation and enactment of new administrative policies and procedures.
- Coordinates collection and preparation of reports for the department. Examines, checks and verifies reports and statistics for completeness and accuracy before submission for signature to department head. Schedules preparation of reports by various department divisions.
- Composes and types correspondence. Controls the necessary distribution of incoming correspondence. Assigns personnel to take necessary action concerning response to inquiries. May take and transcribe dictation of correspondence, memoranda reports.
- Maintains established department policies and procedures, objectives, quality assurance program, safety, environmental and infection control standards.
- Drafts correspondence, reports, memoranda, special projects, technical papers and related material for department staff as requested.
- Composes letters and memoranda from dictation, verbal direction or from knowledge of hospital policy or procedures.
- Schedules and coordinates meetings and facilities which may include travel and lodging arrangements.
- Receives, handles, and transfers phone calls and messages within the department promptly and courteously.
- Takes and transcribes dictation of a highly confidential nature.
- Prepares memoranda and other materials for staff and for business meetings.
- Processes and maintains confidential information such as staff personnel files.
- Collects information needed by supervisor for conferences and reports.
- Enhances professional growth and development through participation in educational programs, current literature, in-service meetings, and workshops.
- Attends meetings as required.
- Performs other related duties as assigned or requested.

Reporting Relationships

Reports to the CCHHS Laboratory Director

Minimum Qualifications

- High School Diploma or GED
- Three (3) years of experience providing administrative support to a member of middle or upper management, or for multiple manager, or multiple departments
- Two (2) years of experience scheduling meetings or other multi-participant activities
- Intermediate proficiency with Microsoft Office Suite (Word, Excel, Outlook, PowerPoint)
- Prior experience gathering and tracking departmental information and maintaining departmental reports
- Prior experience coordinating and tracking short term projects within the department
- Experience managing email and written communication

Knowledge, Skills, Abilities and Other Characteristics

- Thorough knowledge of the principles and techniques of office practices and procedures. Accurate judgement in making decisions, reorganizing established precedents and in meeting new problems.
- Knowledge and proficiency with Microsoft Office Suite (Word, Excel, Outlook, PowerPoint)
- Competency in performing highly specialized administrative work independently including the composition of letters, memoranda and reports.
- 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, time management and conflict resolution skills
- Demonstrate management and leadership skills
- Strong mathematical and statistical skills for generating reports
- Demonstrate attention to detail, accuracy and precision
- Skill in planning, developing and completing assignments without direction.
- Ability to utilize standard office equipment
- 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:

Joanne Marcichow-Dulski
Associate Administrator Material Services CCHHS

Date

Approval:

Gladys Lopez
Chief of Human Resources

Date