

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



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

Standard Job Description

Job Title
Administrative Assistant IV

Department
Nursing

Job Summary

The Administrative Assistant IV provides administrative assistance to the Cook County Health & Hospitals System (CCHHS) Executive Director of Nursing and the Assistant Administrator. This is a highly confidential position involving sensitive information such as Nursing plans and initiatives, budget documents, and labor issues. A highly organized and proactive person is required for this position.

Typical Duties

- Maintains the daily calendar of the Executive Director of Nursing and the Assistant Administrator, including coordination of meetings, preparing pertinent documents prior to the scheduled meetings, and taking/distributing minutes.
- Plays an assertive role in assuring direct reports meet timelines for assignments as set forth by the Executive Director of Nursing and/or institution.
- Screens calls and visitors for urgency, route and resolve problems as they arise.
- Writes correspondence on behalf of the Executive Director of Nursing and the Assistant Administrator, preparing reports and presentations as needed. Takes minutes of meeting, distributes to participants and maintains copies in files.
- Frequently uses and creates calculating spreadsheets, PowerPoint presentations, word processing and schedule meetings through Outlook.
- Receives and logs requests to hire, reviews for completeness resolving minor oversights. Informs Assistant Administrator of omissions or errors in paperwork. Logs in a database and is able to prepare reports upon request. Presents completed documents to the Nurse Executive prior to approval meeting. Communicates position approval or deferment to staff
- Continuously strives to organize files / documents and streamline office processes. Creates and maintains a logical electronic filing system.
- Maintains contact information for direct reports at the various affiliates and their designees
- Maintains a resource directory and cooperative relations with all staff throughout the system.
- Handles reimbursements, processes payments, orders supplies, generates and follows with work orders.
- Initiates and follows through with office cleaning requests, equipment repairs, phone, keys and computer issues; troubleshoots other issues as they arise.
- Tracks time off for office staff and direct reports.
- Serves as a backup timekeeper.

Typical Duties continued

- Must have a positive and proactive approach to work. Presents a professional business manner in appearance, verbal communication and in written correspondence.
- Performs related duties as required.

Reporting Relationships

Reports to the Executive Director of Nursing

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 events, conferences, department wide training or other multi participant activities
- 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
- Intermediate proficiency with Microsoft Office Suite applications including Word, Excel, PowerPoint, Outlook (Candidate may be required to test for proficiency)

Knowledge, Skills, Abilities and Other Characteristics

- Intermediate proficiency with Microsoft Office Suite applications including Word, Excel, PowerPoint, Outlook
- Thorough knowledge of the principles and techniques of office practices and procedures
- Excellent interpersonal, verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Organizational and Project Management Skills
- Excellent customer service skills
- Demonstrated good computer and keyboarding skills
- Demonstrated good phone and email etiquette skills with strong response times
- Demonstrated analytical and organizational, problem-solving, critical thinking, and conflict management/resolution skills
- Demonstrated attention to detail, accuracy and precision
- Demonstrated positive and proactive approach to work
- Ability to think and make decisions independently
- Ability to perform general office administration activities (copying, faxing, filing)
- 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 maintain a professional demeanor and composure when challenged
- Ability to function autonomously and as a team member in a multidisciplinary team

