



Job Code: 0050

Grade: 18

HCWR: N

Job Title

Administrative Assistant IV

Department

Cook County Health

Job Summary

The Administrative Assistant IV provides administrative assistance to the assigned department. This is a highly confidential position involving sensitive information such as 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 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 assigned.
- Screens calls and visitors for urgency, route and resolve problems as they arise.
- Writes correspondence, preparing reports and presentations as needed. Takes minutes of meeting, distributes to participants and maintains copies in files.
- Frequently uses and creates calculating spreadsheets, Power Point presentations, word processing and schedule meetings through Outlook.
- Receives and logs requests to hire, reviews for completeness resolving minor oversights. Informs of omissions or errors in paperwork. Logs in a database and is able to prepare reports upon request. Presents completed documents 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.
- 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.

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 managers, 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



Minimum Qualifications

departmental reports.

- Prior experience coordinating and tracking short term projects within the department
- Experience managing email and written communication
- Intermediate proficiency with Microsoft Office applications including Word, Excel, PowerPoint, Outlook

Preferred Qualifications

- NA

Knowledge, Skills, Abilities and Other Characteristics

- Intermediate proficiency with Microsoft Office 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

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.