

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



Job Code: 0051  
Grade: 20  
FLSA: Non-Exempt

### Standard Job Description

**Job Title**  
Administrative Assistant V

**Department**  
Integrated Care

#### **Job Summary**

The Administrative Assistant V coordinates and completes select departmental activities and facilitates the flow of information among the different departments with Integrated Care. The AAV coordinates departmental activities to support efficient resource utilization and timely completion of care coordination duties

#### **Typical Duties**

- Assists with on-boarding new staff, including securing tablets, mobile phones, sign-on, business cards, telephone extensions to support minimize downtime due to lack of equipment availability.
- Completes time and attendance according to CCHHS time and attendance guidelines and Collective Bargaining Agreements in a timely manner. Produces reports to support director understanding of attendance patterns, Family Medical Leave Act (FMLA) usage etc.
- Schedules staff in accordance with workflow to make sure there is adequate staffing and administrative back-up. Notifies staff of newly approved leaves and provides assessment of impact on departments.
- Schedules departmental meetings-maintains calendars for Directors
- Procures necessary office supplies and technical resources.
- Prepares and generates accurate performance reports in a timely manner.
- Provides support as requested to Integrated Care Directors (such as obtaining information, scheduling meetings, creating documents etc.) for departmental projects.
- Maintains employee files
- Supports the resolution of managed care organization Enrollee complaints
- Supports compliance with Federal and State rules/regulations and CCHHS as it relates to patient privacy, fraud and abuse, neglect, and exploitation.
- Supports the provision of quality improvement efforts for departments as requested.
- Works collaboratively across CCHHS to support system and departmental goals and objectives
- Maintains a working knowledge of organizational/departmental policy and procedure and integrates such into position responsibilities.
- Performs other duties as requested.

#### **Reporting Relationships**

Reports to the Associate Administrator

**Minimum Qualifications**

- High School diploma or GED
- Minimum five (5) years of experience providing administrative support to senior level management
- Minimum two (2) years prior experience as an administrative experience in a hospital setting
- Prior experience building and tracking department budgets or coordinating billing practices
- Experience managing e-mail and written communication, generating written responses to internal and external inquires
- Prior experience leading projects across multiple departments
- Advanced proficiency with Microsoft Office Suite products

**Knowledge, Skills, Abilities and Other Characteristics**

- 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
- Demonstrated problem solving ability and ability to negotiate complex situations
- Ability to maintain professional demeanor under duress
- Ability to correctly answer inquiries from CCHHS Senior Staff, outside groups or others
- Ability to effectively collaborate in a team like setting
- Ability to problem solve within scope of responsibility and provide solutions
- Ability to work flexible schedule as business needs require
- Effectively represent CCHHS to outside entities

**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:  02.01.2017  
 Mary Sajdak  
 Senior Director of Integrated Care Management  
 Date

Approval: \_\_\_\_\_  
 Gladys Lopez  
 Chief of Human Resources  
 \_\_\_\_\_  
 Date