



Job Code: 0051

Grade: 20

HCWR: N

Job Title

Administrative Assistant V

Department

Ambulatory and Community Health Network (ACHN)

Job Summary

The Administrative Assistant V oversees, coordinates, and performs administrative activities for the designated Ambulatory and Community Health Network (ACHN) clinic or multiple clinics in order to support efficient day to day operation of the clinic and effective delivery of patient care.

Typical Duties

- Oversees all office operations and the workflow of office and clinical support staff to maximize patient access and flow.
- Ensures office operates in adherence to ACHN administrative policies, practices, and procedures.
- Coordinates and schedules office and clinical personnel assignments, work schedules, vacations and personal leaves to ensure appropriate staffing.
- Oversees and performs scheduling of patients. Ensures clinical staff provides appropriate preparations to receive patients.
- Procures and maintains adequate quantities of office and medical supplies.
- Coordinates ongoing preventative and corrective maintenance for equipment/facilities.
- Monitors patient billing system; enters patient and supply charges into computer accurately and promptly.
- Prepares and generates performance reports for the clinic in an accurate and timely manner.
- Prepares and submits employee payroll accurately and in a timely manner.
- Maintains confidentiality of clinic personnel records and actions. Participate in employee complaint or grievance proceedings as required.
- Demonstrates discretion and maintains confidentiality regarding all patients' medical and financial records.
- Ensures office expenditures are within approved health center budget.
- Ensures that patient litigation files are handled properly per Cook County Health & Hospitals System (CCHHS) policy.
- Ensures strict compliance with all Federal and State regulatory bodies (Illinois Department of Human Services, Medicare, OSHA, CUA etc.) regarding patient records
- Monitors and implement specific and site wide ACHN / CCHHS quality initiatives.
- Ensures that the clinic site is in compliance with accreditation standards.
- Participates in the coordination of staff credentialing process as necessary.
- Participates in local outreach as required to support ACHN outreach goals and initiatives.
- Performs other related duties' as required.

Minimum Qualifications

- High School diploma or GED
- Minimum five (5) years of experience providing administrative support to senior level management



Minimum Qualifications

- Minimum two (2) years prior experience as an Administrative Assistant 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

Preferred Qualifications

- NA

Knowledge, Skills, Abilities and Other Characteristics

- Working knowledge of Microsoft Office Suite (Word, Excel, PowerPoint)
- Ability to research and compile reports
- Demonstrated problem-solving ability and ability to negotiate complex situations
- Ability to communicate effectively orally and in writing
- Ability to respond to common inquires or complaints from customers, regulatory agencies, or members of the public health community.
- Ability to effectively present information to top management, public groups, and/or boards of directors.
- Ability to work effectively as part of a multidisciplinary team
- Ability to make sound discretionary decisions
- Ability to work well under pressure, and maintain professional demeanor at all times.
- Ability to represent CCHHS with tact and diplomacy
- Ability to work a flexible schedule as business needs require

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.