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

COOK COUNTY HEALTH & HOSPITALS SYSTEM
CCHHS

Job Code: 0293
Grade: 21
FLSA: Exempt

Standard Job Description

Job Title	Department
Administrative Analyst III	Gastroenterology-Clinical

Job Summary

The Administrative Analyst III will perform a wide variety of professional analytical and administrative duties in support of clinical department functions, operations, and programs. The typical duties will consist of, but not limited to, personnel management/processing, assisting with budget management/analysis, purchase order and payment processing, data collection, analysis, interpretation and reporting, initiation of special projects and other specialized functions, and coordination of assigned activities with other departments, divisions, outside agencies, and the general public.

This position is exempt from Career Service under the CCHHS Personnel Rules.

Typical Duties

- Schedules interviews, initiates hiring, credentialing/re-credentialing and employment exit processes and monitors progress on an ongoing basis. Tracks the vacancy status of positions assigned to the department.
- Conducts department/division-level orientation and routine training. Ensures staff are trained to use systems/applications relevant to job functions. Evaluates competency on an on-going basis.
- Develops shift and on-call work schedules.
- Monitors compliance with all CCHHS mandatory requirements for employed staff members and voluntary providers within the department/division.
- May directly supervise other support staff members as applicable.
- Oversee timekeeping functions, verifies attendance records, maintains employee benefit time-off request records; consults with supervisor regarding time and attendance discrepancies; Troubleshoots payment/benefit time errors with payroll department.
- Assists the chair with development and management of department/division budgets.
- Initiates, coordinates and monitors purchasing and payment processes for goods and professional services with supply chain management and financial operations staff. Maintains purchasing and payment records in electronic and/or paper files.
- Collects, analyzes and interprets data and produces management reports (utilizing current software and/or applications) to support the department's/division's quality plan and operational needs.
- Coordinates department/division meetings, prepares agendas and minutes; creates and maintains meeting documentation in electronic and/or paper files.
- Works with Information Technology department to troubleshoot system and/or application problems.
- Collects material to review, investigate and resolve patient and employee complaints in conjunction with other relevant CCHHS staff.

Typical Duties continued

- Collaborates with various inpatient and outpatient departments to implement strategies to address patient care issues.
- Develops and maintains positive relationships with coworkers, patients and visitors.
- Serves as backup for other higher level administrative support staff.
- Manages and/or participates in special projects.
- Performs other duties as assigned.

Reporting Relationships

Reports to the Medical Division Chairman XII, Gastroenterology

Minimum Qualifications

- High School Diploma and seven (7) years of high level administrative experience supporting a department head or a senior leader

  OR

  Bachelor's degree from an accredited college or university and three (3) years of high level administrative experience supporting a department head or a senior leader
- One (1) year of experience as a supervisor or manager in a healthcare environment
- Prior experience assisting with budget management/analysis
- Prior experience leading projects and creating, gathering and tracking departmental reports
- Prior experience communicating with all levels of the organization
- Must be able to meet the Intermediate proficiency level using Microsoft Office (Word, Excel, PowerPoint)
- Must be able to work in the evenings and on the weekends, when and as needed

Preferred Qualifications

- Prior experience as a supervisor or manager in a unionized environment
- Prior work experience in an academic healthcare organization
- Prior work experience with imaging and workflow management software for Endoscopy or Gastroenterology
- Prior work experience with graduate medical education software applications

Knowledge, Skills, Abilities and Other Characteristics

- Working knowledge of payroll processing and time keeping methods
- Demonstrate the ability to maintain an organized electronic and paper filing system
- 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
- Ability to utilize standard office equipment
- Ability to work at the Intermediate proficiency level using Microsoft Office
- Ability to prioritize, plan, and organize projects and tasks
- Ability to multi-task and meet deadlines in a fast paced and stressful environment

Knowledge, Skills, Abilities and Other Characteristics continued

- 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
- This position occasionally requires various types of physical exertion including but not limited to bending, lifting, pushing, pulling, prolonged standing, and/or moving light to medium weight
- Ability to work in the evenings and on the weekends, when and as needed

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: _____ 11/21/16

Bashar Attar
Medical Division Chairman XII, Gastroenterology

Date

Approval: _____ _____

Gladys Lopez
Chief of Human Resources

Date