

# County of Cook

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



COOK COUNTY HEALTH  
& HOSPITALS SYSTEM  
**CCHHS**

Entity:	<u>SS</u> (In-Pt, Out-Pt, MC, SS)
Job Code:	<u>5508</u>
Grade:	<u>23</u>

## STANDARD JOB DESCRIPTION

Job Title  
Executive Assistant

Department  
Cook County Health & Hospitals System

The Executive Assistant provides executive support to the Executive Director of Communications and serves as the primary point of contact for the office of Communications. This individual will provide administrative support, representation, event planning, and project management as well as providing interface with entities and organizations as requested by the Executive Director of Communications or their Designee(s). Organizes, coordinates and oversees special projects. Must be creative and enjoy working in an environment that is mission focused, results driven and community oriented.

This position is exempt from Career Service under the Cook County Health and Hospitals System (CCHHS) Personnel Rules.

### Typical Duties

- Plans the Executive Director of Communications daily calendar tracking all appointments, preparing materials for all meetings, etc.
- Composes high level correspondence and memoranda independently and with professional quality.
- Responsible for preparing executive correspondence and performing complex administrative duties in preparation of administrative and fiscal projects, including preparation of spreadsheets, charts, conducting research, etc.
- Responsible for the maintenance and coordination of communication lines within the overall organization and specifically between the Executive Director of Communications and their designee(s).
- Follows up on meeting-generated tasks.
- Coordinates travel plans, including meeting scheduling and itinerary, and material preparation.
- Handles telephone calls in a professional and courteous manner, initiating appropriate disposition.
- May answer informational questions and determine appropriate course of action for sensitive issues and matters of significance that have organization-wide visibility.
- Exercises good judgment in a variety of situations, with strong written and verbal communication, administrative and organizational skills.
- Works on projects from conception to completion while under pressure to handle a wide variety of activities and confidential matters with discretion.
- Establishes and maintains influential and strategic relationships at all levels across the system.
- Maintains appropriate confidentiality of information and decisions made within the office of the Executive Director of Communications.

### **Typical Duties (continued)**

- Creates Word documents/correspondence, Excel spreadsheets, PowerPoint presentations, etc.
- Edits and proofreads all written materials and verifies the validity of data and documents contained in all reports prior to submission.
- Deals discreetly with highly sensitive, confidential written, electronic, and oral communication concerning staff, department, and hospital matters.
- Maintains confidential materials related to patients according to hospital standards and in compliance with HIPPA regulations and requirements.
- Plans, organizes and coordinates meetings or special events, including reserving conference rooms, sending and tracking invitations, procuring food and beverage and ensuring vendor payment.
- Coordinates appropriate room set up room and equipment (set up conference calls, audio-visual equipment, projector, etc., as necessary).
- Works with multiple internal departments, external agencies, the general public and individuals on a wide range of projects.
- Acts as representative for the Health System in all interactions exercising customer service skills and good judgment in addressing inquiries, complaints and request for direction.
- Other duties as assigned.

### **Reporting Relationships**

Reports to the Executive Director of Communications.

### **Minimum Qualifications**

- Bachelor's or higher level degree
- Five (5) years of full-time work experience as an Executive Assistant to individuals at a Chief, President, Executive and/or Vice President level
- Intermediate proficiency in Microsoft Office Excel, PowerPoint, Word

### **Preferred Qualifications**

- Prior healthcare experience

### **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
- Strong customer service skills
- Demonstrate intermediate proficiency with Microsoft Office Excel, PowerPoint, and Word
- Demonstrate good phone and email etiquette skills with strong response times
- Demonstrate attention to detail, accuracy, and precision
- Proactive and self-starting: able to work confidently to advance goals within broad parameters, and with minimal supervision

**Knowledge, Skills, Abilities and Other Characteristics (continued)**

- Ability to successfully plan, lead, and complete projects on time
- Ability to work with organizational performance metrics, analyze data, create reports, and present information clearly to decision makers
- Comfortable with creating, implementing, managing, and executing business processes
- Excellent leadership skills, with the ability to influence others, with energy and enthusiasm
- Ability to define and solve problems, collect data, establish facts, and draw valid conclusions
- 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 uphold professional standards for customer services, confidentiality, and quality of work
- 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

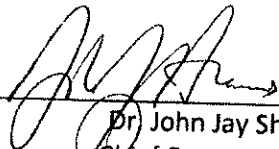
**Physical and Environmental Demands**

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:

  
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Dr. John Jay Shannon  
Chief Executive Officer

01/24/17  
\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief of Human Resources

\_\_\_\_\_  
Date