



St. Croix Regional Family Health Center



EXECUTIVE ASSISTANT

POSITION SUMMARY: Provides personal administrative support to the Chief Executive Officer, Board of Directors, and other management staff as time allows. The Executive Assistant performs a variety of complex, confidential secretarial and administrative duties requiring a thorough knowledge of organizational procedures and precedents. The person in this role will also be responsible for recording and maintaining all minutes for all committee, board, and staff meetings.

MAJOR DUTIES AND RESPONSIBILITIES:

- Performs general secretarial duties for the Chief Executive Officer and members of management as needed.
- Maintains Chief Executive Officer's calendar.
- Maintains the organization's meeting calendar.
- Prepares correspondence, reports, and materials for presentations.
- Handles daily incoming and outgoing mail.
- Facilitates all travel arrangements for the Chief Executive Officer, staff, and board members as needed.
- Facilitates accommodations for visitors as needed.
- Creates, transcribes, and distributes meeting agendas and minutes.
- Coordinates project-based work.
- Prepares monthly board meeting agendas and board packets.
- Acts as Secretary to the Board Secretary.
- Some required travel, including overnight stays.
- Works collaboratively with the COO and appropriate department managers to assist with the facilitation of all insurance coverage and policies.
- Works collaboratively with the COO and the Chief Human Resources Officer on programs and projects to ensure that all staff meets Community Health Center regulatory and clinical standards, including Bureau for Primary Health Care, Health Resources and Service Administration, Occupational Safety and Health Administration, and state and federal regulations.
- Coordinate media and marketing strategy in conjunction with CEO and COO guidance.
- Coordinates with clinical and operational team to develop patient education information and materials (i.e. brochures, media stream, and advertising).
- Align all marketing and media programs with organizations Brand design.
- Performs additional duties or projects as assigned by the Chief Executive Officer

- Adheres to all organizations policies and protocols.
- Conducts themselves as a good steward in the communities served by SCRFHC; represents the organization at outreach activities as needed.
- Actively participates as a committee member as assigned by the Chief Executive Officer.
- Interacts harmoniously and effectively with others, focusing on the attainment of organization goals and objectives through a commitment to teamwork.
- Conforms to acceptable attendance and punctuality standards as expressed in the employee handbook.
- At times you may be faced with challenges that may impact patient care. Addressing these challenges may not be in your job description; however, SCRFHC encourages each team member to go above and beyond to address the patient's needs at the moment. Employees have the autonomy to see the care experience through from A to Z to as part of our mission

ORGANIZATIONAL RELATIONSHIPS:

Develops and sustains positive working relationships with SCRFHC team.

EXPERIENCE AND/OR EDUCATIONAL REQUIREMENTS:

Minimum 2 year post-secondary education in related field highly preferred.

JOB TITLE TOP SKILLS AND PROFICIENCIES:

- Proficient in computer skills.
- Strong capability to prioritize tasks.
- Discretion and ability to maintain confidentiality of patient care and other proprietary information at all times.

STAFF EXPECTATIONS

- Support and show gratitude to all coworkers.
- Agree to ask for help when needed and ask questions to learn
- Be willing to grow in your role and position at SCRFHC.
- Be part of the solution.
- Believe and participate in change and be willing to engage in improvement process.
- Model effective teamwork and collaborative communication.
- Provide respectful feedback (in a private setting) when encountering conflicts; ask for help from supervisor as needed.
- Understand and value that everyone's role is important and contributes to the whole organization.
- Be willing to learn, cross train, and share knowledge.
- Model positivity.
- Understand that body language matters.
- Forgive and learn from failure.
- Agree to be flexible and adapt to organizational changes.
- Be mindful of challenges and burdens other colleagues may be facing and be kind.
- Honor and appreciate all forms of diversity.