

JOB DESCRIPTION

The Washington State Hospital Association (WSHA) believes each employee makes a significant contribution to our success. That contribution should not be limited by the assigned job functions and responsibilities. Therefore, this job description is designed to outline primary duties, qualifications, and job scope, but not limit the employee nor the organizations to just the work identified below. It is our expectation each employee will offer his/her services wherever and whenever necessary to ensure the success of our endeavors.

Job Title **Executive Assistant I**
Position Rating Non-Exempt
% FTE 100%
Effective Date **January 3, 2012**

Purpose of Position: The purpose of this position is to contribute to a high level of executive leadership and organizational image by providing a variety of executive support services. This position needs to foster a positive, effective and efficient organization environment for staff, association members, external organizations and persons interacting with WSHA. This position is also responsible for providing WSHA general support. The position requires a high degree of personal initiative and follow through on work assignments. It requires completing tasks professionally and on-time. Excellent interpersonal relations must be demonstrated through the ability to work effectively and efficiently with hospital members and other key outside contacts, as well as internal peers and leadership of WSHA. This position requires judgment and confidentiality when assisting, Directors

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Essential Job Functions, Goals, and Responsibilities

<i>% of Time</i>	<i>Function</i>	<i>Goal(s)</i>	<i>Responsibilities</i>
70%	Provide staff support	<p>Effectively and efficiently assists and supports managers in their performance of WSHA responsibilities.</p> <p>Reflects a positive image on the executive office</p> <p>Maintains positive and effective working relationship with managers supported by this position.</p> <p>Adapts to individual staff member work preferences.</p> <p>Exhibits (or Demonstrates) attention to detail in all work products and assignments.</p> <p>Maintains good working relationships with all staff, and a respected and valued member of WSHA staff.</p> <p>Communicates regularly and effectively with WSHA staff and external parties. Provides timely information to members and others to connect appropriately</p>	<p>Supports the completion of on-going activities and communications.</p> <p>Provides informative, up-to-date project status reporting and assists in managers' daily work.</p> <p>Schedules and coordinates internal/external committee or group meetings.</p> <p>Takes meeting minutes.</p> <p>Coordinates pre- and post-meeting arrangements including rosters, announcements, mailings, room logistics, parking assignments, handouts, audio/visual needs, food, and speaker accommodations.</p> <p>Handles requests by staff, WSHA and members, vendors, and others with courtesy and professionalism.</p> <p>Develops excellent working relations with internal and external customers.</p> <p>Shares information appropriately with WSHA members, staff, and others.</p>

		<p>with WSHA.</p> <p>Promotes WSHA as a high quality organization through professionalism, expertise, and responsiveness.</p> <p>Ensures expenses for projects and meetings are within approved budgets.</p>	<p>Coordinates travel arrangements, manages contact information, manages expense reports, and opens/reviews mail.</p> <p>Drafts letters to essential external contacts</p> <p>Edits/proofs reports, documents, newsletters and other written materials.</p> <p>Sends out newsletters, documents, and other written materials.</p> <p>Update relevant parts of the WSHA web page.</p> <p>Assists in the production of presentations to internal and external audiences. These may include Powerpoint slides, Webinar presentations, poster boards and handouts.</p> <p>Keeps confidential information confidential.</p> <p>Facilitates satisfactory resolution of problems.</p> <p>Continually stresses customer service and satisfaction in all activities.</p> <p>Maintains a calm, efficient demeanor when under stress and pressure.</p>
25%	Work specific to an area		<p>Develop and maintain relationships with external agencies/organizations.</p> <p>Provide logistical support for meetings with hospital members and the Congressional delegation held during the AHA Annual Meeting and Rural Advocacy Days.</p> <p>Production of FiscalWatch Newsletter (bi-weekly) and Bulletins.</p>

5%	Support Staff Team	<p>Support work is well coordinated and well balanced</p> <p>Support work is appropriately prioritized and key tasks are done in a timely manner</p>	<p>Meets regularly with support staff team.</p> <p>Helps prioritize support staff work.</p> <p>Actively works to solicit help from others when needed and to provide help to others when needed.</p> <p>Is available to help other support staff as work levels and priorities change, ensuring a reasonable distribution of work and that no important work goes undone.</p> <p>Delegates work as needed to others when workload is too heavy</p> <p>Serves as back-up to receptionists, and other support staff when needed.</p> <p>Shares responsibility for front desk breaks and afternoon coverage.</p>
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Principal Interactions and Partnerships

Budgetary Responsibility

None

Supervisory Authority

None

Level of Authority

Support staff position

Job Skills and Knowledge

- Proficient in Internet and library research
- Strong written and oral communication skills
- Ability to edit and proof documents with high level of accuracy
- Demonstrated work experience in an office environment and customer service
- Strong attention to detail.
- Ability to read, write, speak, and understand English
- Ability to work independently with little direction
- Ability to handle interruptions
- Ability to work effectively with people who have different styles of working and communicating
- Ability to work effectively and meet tight deadlines in a chaotic work environment
- Ability to reorder priorities when confronted with unanticipated short-term deadlines
- Ability to work with personal computer word-processing, spreadsheets, and presentation graphics applications (Microsoft Word, Excel, PowerPoint, and HTML)
- Ability and willingness to work occasional overtime
- Experience with office equipment

Educational, Experience, and/or Licensing Requirements

High school diploma or equivalent; Bachelors Degree preferred

At least three years of experience as an executive assistant or the equivalent

Job Conditions

Requires protection of confidential information. The position requires working in an office environment with the usual office equipment, including copiers, fax machines, and computers. Position requires sitting for long periods of time using a computer mouse, keyboard, and screen.

Reports to:

Job Description Review Dates and Initials of Employee and Supervisor:

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