



TRINITY HEALTH POSITION DESCRIPTION

Job Profile: T0204

Date: February 2017

Title: Senior Executive Assistant

FLSA: Non-exempt

Reports To: Varies - Executive Management

Grade: 11

Approved By:

POSITION PURPOSE:

Provides varied administrative assistance to an executive and assigned staff members in order to support area mission, operations and services in an efficient and effective manner. Interfaces with internal and external customers, clients and key personnel in the organization; independently responds to confidential requests and manages administrative detail of special projects and strategic initiatives. Possesses extensive knowledge of organizational structure, operations, services, goals, and key personnel and provides seasoned office experience to anticipate the unexpected and determine appropriate methods and course of action to follow to achieve end results and maximize outcomes for assigned area. May provide functional guidance over other administrative support staff. Positions generally report to and receive work assignments from an executive management position.

ESSENTIAL FUNCTIONS

1. Knows, understands, incorporates and demonstrates the Trinity Health (TH) mission, vision and values of Trinity Health in leadership behaviors, practices and decisions.
2. Serves as liaison or intermediary to alleviate administrative detail for supervisor and assigned staff; interfaces with internal and external customers, clients and key personnel in the organization. Handles highly confidential, strategic and sensitive materials and information having an enterprise-wide impact. Exercises judgment and utilizes discretion in obtaining and exchanging information and communicating supervisor directives to immediate staff, department and organization personnel and external representatives.
3. Plans, oversees, organizes and monitors office workflow and day-to-day operational issues. Prioritizes work assignments and adapts accordingly. Anticipates needs of supervisor by gathering and preparing materials for meetings, responding to information requests and general inquiries and resolving day-to-day operational problems. Initiates

follow-up on pending matters. May make decisions on behalf of supervisor as authorized and directed.

4. Exercises considerable initiative, problem solving, confidentiality and critical human relations skills in responding to frequent competing priorities and conflicting deadlines. Gathers and summarizes data and generates detailed reports.
5. Oversees, monitors and maintains complex calendaring system. Schedules multiple and conflicting appointments and meetings without prior clearance. Coordinates highly detailed travel and conference arrangements; organizes lodging and logistical services. Prepares and distributes itineraries and related materials.
6. Reviews, summarizes and prioritizes incoming mail. Prepares outgoing mail and packages for shipment and coordinates shipping, handling and delivery.
7. Independently initiates and composes routine and non-routine correspondence for supervisor's signature. Prepares correspondence, agendas, memorandums, narrative documents and reports using office automation equipment and various software and application packages. Prepares and manipulates detailed charts, graphs and spreadsheets; develops and manages databases.
8. Prepares internal communications regarding own operational area of responsibility (e.g., office equipment, phones, events). May transcribe correspondence and meeting minutes as needed.
9. Participates in and assists staff with ad-hoc special projects requiring researching, compiling, analyzing and formatting data for report generation. Establishes, utilizes and maintains databases. Provides work leadership in meeting established deadlines and in the preparation and distribution of detailed agendas, special documents, presentation packets and informational materials.
10. Maintains expense records and monitors disbursements, reimbursements, requisitions, and payroll and department budget information. Orders, monitors and maintains office equipment and supplies. Performs basic mathematical computations and prepares appropriate paperwork, summaries and reports. Responds to requests and resolves problems by contacting appropriate operational area and/or personnel.
11. May provide work leadership and functional guidance to other administrative support. Distributes and monitors work assignments. Provides guidance in applying appropriate methods, procedures and solutions and in responding to stressful and challenging situations. Resolves problems and inspires others by example, style and commitment to customer service, process improvement and providing quality work.
12. Performs general office functions or oversees others in the completion of routine tasks. Copies, faxes and distributes documents. Sets-up, organizes and maintains manual and computerized file systems.
13. May provide back-up coverage to peer senior executive secretary positions, co-workers and/or other team members to ensure continued uninterrupted operations and services.
14. Participates in continued education and training to ensure skills and competencies are current. Keeps abreast of changes to internal policies, procedures and processes.

15. Performs related work as assigned.
16. Maintains a working knowledge of applicable Federal, State and local laws and regulations, Trinity Health Integrity and Compliance Program and Code of Conduct, as well as other policies and procedures in order to ensure adherence in a manner that reflects honest, ethical and professional behavior.

MINIMUM QUALIFICATIONS

1. High school graduate supplemented by coursework and specialized training business office methods and practices from a vocational technical institute, business school or community college. Bachelor's degree and/or undergraduate coursework from an accredited college or university preferred.
2. Seven (7) or more year's progressive secretarial experience and knowledge, preferable within an executive management work environment, in order to understand and articulate internal operations, services, goals, project timetables, guidelines and policies.
3. Ability to communicate effectively with others internal and external to the organization and to act in a liaison capacity. Demonstrated ability to utilize discretion and sound judgment in handling highly confidential and sensitive verbal and written communications, information and materials.
4. Excellent verbal and written communication skills. Ability to compose and edit correspondence utilizing accurate grammatical construction, proofreading and spelling skills.
5. Demonstrated ability to work independently and without formal instruction. Ability to resolve problems and exercise considerable judgment and initiative in achieving end results and maximizing outcomes. Ability to accomplish assignments accurately and promptly in order to garner credibility, confidence and support, as well as serve as an example to others.
6. Ability to plan, organize and accomplish assignments in an efficient and effective manner and with a high degree of professionalism. Ability to exert calm under pressure, adapt to changing deadlines, competing priorities and unexpected assignments, and to exercise composure, tact and diplomacy in difficult and stressful situations.
7. Advanced proficiency with Microsoft product suite (MS Word, Excel, Power Point, Access and Visio); extensive knowledge and experience with electronic mail and calendaring system in PC LAN environment. Ability to type with speed and accuracy.
8. Ability to utilize and maintain standard office equipment, e.g., copier, fax, printer, shredder, Dictaphone, phone system, personnel computer, etc. Ability to transcribe with speed and accuracy may be required
9. Strong analytical and problem solving skills in order to research, compile and analyze data from multiple sources. Ability to perform basic mathematical computations in order to process expense reports, monitor disbursements and reimbursements. Ability to utilize internal systems (e.g., Lawson) with ease and accuracy.

10. Ability to provide work leadership and functional guidance to others. Ability to motivate and inspire others by example, style and commitment to customer service, quality work and process improvement. Ability to work as a customer focused team member.
11. Must be comfortable operating in a collaborative, shared leadership environment.
12. Must possess a personal presence that is characterized by a sense of honesty, integrity, and caring with the ability to inspire and motivate others to promote the philosophy, mission, vision, goals, and values of Trinity Health.

PHYSICAL AND MENTAL REQUIREMENTS AND WORKING CONDITIONS

1. Position operates in an office environment. Work area is well-lit, temperature controlled and free from hazards.
2. Incumbent communicates frequently, in person and over the telephone, with people in a number of different locations.
3. Manual dexterity is needed to operate a keyboard. Hearing is needed for telephone and in person communications.
4. Work environment requires the ability to concentrate, meet deadlines, work on several projects at the same time and adapt to interruptions.
5. Ability to concentrate, meet conflicting deadlines, frequent competing priorities and interruptions.
6. Light physical effort (up to 10lbs), lifting, bending, standing and walking.
7. Overtime as assigned.