

## Non-Union Exempt Position Summary

<b>POSITION TITLE:</b>	<u>Executive Administrative Assistant</u>	<b>DATE:</b>	<u>March 2020</u>
<b>DIVISIONS:</b>	<u>Administration</u>		
<b>REPORTS DIRECTLY TO:</b>	<u>Chief Executive Officer</u>		

### **POSITION PURPOSE:**

#### **Summary**

The Executive Administrative Assistant is responsible for providing high-level administrative support for the CEO, which includes supporting the activities related to the Board of Directors. This position coordinates a variety of programs and projects in collaboration with other team members to achieve consistent and effective execution in support of Fulcrum's Mission, Vision, and Values. This includes conducting research, preparing statistical reports, handling information requests and performing clerical functions such as preparing correspondence, receiving visitors, arranging conference calls, scheduling meetings, and travel and expense management.

### **ACCOUNTABILITIES:** *(Key roles, responsibilities & functions for this position)*

- Provide CEO with administrative support, which includes supporting Board of Director activities.
- Provide calendar support, such as scheduling meetings, for executive leadership – CFO, COO, CCO and COS
- Type reports, memos, letters and other documents using word relevant computer software.
- Answer phone calls and direct calls to appropriate parties or take messages.
- Record, type and distribute meeting minutes.
- Greet visitors and determine whether they should be given access to specific individuals.
- Read and analyze incoming memos, submissions and reports to determine their significance and plan their distribution.
- Event planning and coordination for all staff functions.
- Perform general office duties such as ordering supplies and maintaining records management database systems.
- File and retrieve corporate documents, records and reports.
- Open, sort and distribute incoming correspondence.
- Make travel arrangements, organize, and document related expenses.
- Recommend improvements to activities conducted within:
  - The corporate office
  - Reviewing specific workflows, and core business functions

- Carry out the implementation of improvements and changes to workflows and functions
- Create and maintains necessary documentation for supporting activities.
- Coordinate and helps improve effectiveness of certain organizational committees, including communicating with committee chairs and members
- Other duties as assigned

### **Competencies**

1. Communication Proficiency.
2. Time Management.
3. Collaboration Skills.
4. Personal Effectiveness/Credibility.
5. Flexibility.
6. Technical Capacity.
7. Stress Management/Composure.
8. Professional Demeanor

### **Position Type and Expected Hours of Work**

This is a full-time position. Days and hours of work are Monday through Friday, 8:00 a.m. to 4:30 p.m. Quarterly Board meetings are held in the evening.

### **Required Education and Experience**

#### **[REQUIRED QUALIFICATIONS: (Minimum qualifications needed for this position)**

- Bachelor's degree
- Minimum 3 years' experience in providing administrative support
- Demonstrated competency with organization and planning for small and large projects
- Demonstrated critical thinking and problem solving
- Ability to interpret and create policies & procedures with simple supporting work instructions based on contractual requirements and clinical guidelines
- Advanced written and verbal communication skills
- Effective facilitation of meetings
- Ability to challenge the status quo
- Familiar with NCQA
- Handle shifting priorities, demands, and timelines
- Effectively prioritize and execute tasks
- Experience with PowerPoint, MS Excel, Visio, MS Access, Outlook, Adobe and Microsoft Teams

#### **PREFERRED QUALIFICATIONS:**

- Previous experience within a health plan and office management strongly preferred
- Ability to adapt to change in a fast-paced environment

#### **DIRECT/INDIRECT REPORTS:**

Number of direct reports and titles: 0

Number of indirect reports: 0