



## **POSITION DESCRIPTION**

### **Executive Assistant**

Reports to: CEO, CMO, CAO and/or CFO Position Status: Exempt

Supervises: No one

Effective Date: 3/30/23

#### **GENERAL SUMMARY**

The Executive Assistant (EA) supports one or more NKC executives including the CEO, CMO, CAO and/or CFO. The EA serves as Board and ESCO liaison and administrative contact; works on administrative projects, i.e., taking minutes, self-evaluation surveys, and works on data analytic, writing and presentation projects; and other projects as assigned.

The position is also responsible for facilitating executive office activities and communications with other persons or organizations, and for performing confidential and/or project assignments.

The Executive Assistant also addresses non-routine matters and assembles confidential and sensitive information. The Executive Assistant deals with a diverse group of external callers and visitors as well as internal contacts at all levels of the organization. Independent judgment is required to plan, prioritize, and organize a diversified workload, and to recommend changes in executive office practices or procedures.

#### **DUTIES and RESPONSIBILITIES**

1. The position is responsible for administrative support services required for day-to-day executive activities and for participating in and planning meetings, conferences and special occasions and events, within NKC and off-site. Typical planning responsibilities are:
  - a. Coordinating and facilitating administrative and other related services provided to Executives.
  - b. Developing plans and arrangements for regularly scheduled meetings, including preparation, processing and distribution of materials, and planning for meeting schedules, rooms, catering, and recording minutes.

2. The position coordinates projects with other Executive Assistants that support NKC executive and administrative duties.
3. The position is responsible to the relevant executive for decision making required to perform executive office administrative activities. Typical decisions include:
  - a. Finding answers/making referrals in response to information requests from patients, physicians, the public, or other NKC staff.
  - b. Processing confidential reports, correspondence, meeting minutes, and other documents. This may involve medical and/or management materials.
4. The position is responsible for coordinating and facilitating day-to-day operations of the office(s) of the executives:
  - a. Coordinates services for the executives; managing an extremely active calendar of appointments and composing correspondence; opening and organizing mail, sorting, and drafting responses, taking messages, and maintaining files and records.
  - b. Arranges and facilitates meetings and conferences which include responsibility for preparation, processing, and distribution of materials, and for meeting and conference schedules, arrangements, facilities, meeting minutes, and records.
  - c. Schedules and organizes meetings, travel, conferences, and activities for the executives.
  - d. Establishes, develops, and updates filing systems for the executive meeting minutes and corporate records.
5. Operates equipment such as computers, copiers, telephones, fax, and administrative software reference systems, including but not limited to online surveys and web service applications.
6. Performs confidential and/or project duties and responsibilities such as preparing correspondence, compiling survey results, or organizing special events. Performs other duties and responsibilities as may be required.

#### **EXTERNAL CONTACTS**

The position has frequent and extensive contacts with management, Board Trustees, Foundation board, physicians, elected officials, public

relations representatives, patients, NKC employees, and the public.

### **POSITION SPECIFICATIONS / QUALIFICATIONS**

Work requires an extensive knowledge of administrative duties and an excellent command of the English language. Must have knowledge of executive level office procedures, and knowledge of use and operation of standard office equipment, at a level acquired through related experience.

Must have knowledge of a variety of computer software applications in word processing, spreadsheets, database, and presentation software (all Microsoft Office Products -Outlook, Word, Excel, Publisher, VISIO, and PowerPoint), Adobe Acrobat, including but not limited to online surveys and web service applications.

Analytical ability is required to gather and summarize data for reports, visual display of quantitative information, find solutions to various administrative problems, and prioritize work. Candidate must demonstrate proactive approaches to problem-solving with strong decision-making capability, be a forward- looking thinker, who actively seeks opportunities and proposes solutions.

Work requires critical thinking skills, organizational skills, proactive and continual attention to detail in scheduling the executive's calendar, composing, keyboarding, and proofing materials, in establishing priorities and meeting deadlines.

Requires a high level of interpersonal skills to manage extensive public relations contacts, the ability to build relationships with stakeholders and to manage sensitive and confidential situations. Position continually requires demonstrated poise, tact, discretion, and diplomacy.

Candidate must have the ability to work well under pressure and time constraints and be able to balance multiple tasks effectively; the ability to be flexible and adaptable to the changing needs of the organization.

Candidate must be able to work closely and effectively with the executive to keep him/her informed of upcoming commitments and responsibilities and follow up on incoming issues and concerns addressed to the executive.

### **CUSTOMER SERVICE STANDARDS**

Staff is responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; show courtesy; recognize customer's needs; respect privacy.

2. **CONCERN:** Listen to customers; express appreciation, be non-judgmental; take responsibility.
3. **CONFIDENCE:** Show a positive attitude; take personal initiative; inform; educate and reassure; provide prompt follow-up.
4. **CONDUCT:** Hold appropriate conversations; maintain a professional appearance; establish teamwork; show professional competency.

### **JOB CONDITIONS**

Must be able to communicate effectively in English over the telephone, in writing, and in person. Duties and responsibilities are performed in an office environment. Demonstrated skills in Microsoft Office Products and knowledge of clinical software programs are required. Must have transportation available and a current Washington State Driver's license to travel to various locations as required.

Physical activities require the ability to stand, walk, stoop, kneel, crouch, reach, lift; fingering, grasping, talking, hearing, and repetitive motions of hands, wrists, and fingers. Requires a high-level of hand-eye coordination. Must have strong visual acuity to read, inspect information on monitors, work extensively with information on a CRT, and perform administrative duties.

Physical requirements include the ability to lift/move objects weighing up to 20 pounds occasionally, and up to 10 pounds frequently. The individual in this position operates the phone, computer, copier, and other office equipment as required. The Executive Assistant is not substantially exposed to adverse environmental factors.

### **EDUCATION AND EXPERIENCE**

Bachelor's degree preferred. The Executive Assistant should have strong work tenure including five- seven years of experience supporting senior management or executive experience with responsibilities for administrative support to a C suite executive and extensive history demonstrating experience in working well with the public.

**The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.**

### **REVIEW AND APPROVAL**

DocuSigned by:

Liberty Stansberry

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Vice President of Human Resources/CHRO

3/30/2023

Date