



Position Description

INDEX NUMBER: 125.83.7

DATE INITIATED: 5/1/97

DATE REVISED: 3/11/10

IDENTIFICATION:

Title: Executive Assistant/Credentialing

Department: Administration

Reports To: CEO/Board of Directors

Position Status: Hourly Exempt Non-Exempt

POSITION SUMMARY

Provides Administrative support to the CEO, Governing Board of Directors, Director of Human Resources and other Administrative Staff as requested (with approval of CEO) Maintains credentialing on all Medical Staff.

DUTIES & RESPONSIBILITIES

1. Responsible for the efficient operation entrusted by administrative staff, assists communications with internal and external customers, including management staff.
2. Assists with the planning and organization of the Administrations needs for the calendar, scheduling meetings, maintaining files, greeting and screening visitors, and screening phone calls.
3. Routes correspondence to hospital personnel for handling and independently composes correspondence for appropriate signature; gathers pertinent information related to correspondence requiring administrative attention.
4. As requested and approved by the CEO, assumes responsibility for coordinating the workflow for the hospital administration, Administrator/CEO, Governing Board, and other members of the Administrative Team.
5. Maintains Professional and Paraprofessional medical staff credentialing files as prescribed by Medical Staff Bylaws. Tracks timeliness of items in file, issues notices for file update, keeps Director of Human Resources and CEO informed of status of files.
6. Responsible for the coordination and completion of special projects, as assigned; performs other related duties as assigned (and approved by the CEO) by other members of the Administrative Team and requested by other managers.
7. Requests hospital translator for medical and conversational Spanish as needed for guests, patients and customers.

QUALIFICATIONS

1. Business or secretarial school graduate preferred. Healthcare related experience desirable.
2. Strong skills in various phases of administrative office procedures ~ required, with a special focus on written and communication skills.
3. Must be highly proficient in word processing skills and office organizational capabilities.
4. Bilingual in Spanish desired.

LCCH HOSPITAL STANDARDS

1. Provides information and services that enhance others ability to acquire what they need in order to complete the task at hand. Shares information both when requested and when anticipating someone might have a need.
2. Is present and punctual for assigned work days, in compliance with the LCCH policy on attendance.
3. Collaborates willingly with others to meet goals (e.g. pitches in to help even when someone else is responsible for the job).
4. Participates openly and honestly, sharing opinions, knowledge and experience.
5. Addresses concerns of those impacted by a change or decision before taking action.
6. Complies with all LCCH policies and procedures.
7. Attends annual mandated in-services and maintains documentation of attendance.
8. Maintains and upgrades professional and technical competency in area of practice through in-services, reading, continuing education or other methods and maintains documentation.
9. Maintains confidentiality of patient, customer and co-worker information.
10. Consistently maintains a calm and pleasant tone and appropriate demeanor with others.
11. Is attentive to others needs, concerns and ideas. Asks questions and summarizes to confirm understanding.

- 12. Addresses conflicts directly and promptly, focusing on problem-solving and a positive outcome. Does not blame or complain to others.
- 13. Values individuals and their diversity by creating and supporting a climate for success, as evidenced in peer feedback or self-reporting.
- 14. Consistently demonstrates flexibility by meeting the changing needs of the customer.
- 15. Manages time effectively to meet deadlines and commitments.
- 16. Proposes ideas for solving problems, improving processes or providing new services.
- 17. Demonstrates fiscal stewardship in the use of hospital resources

DISCLAIMER STATEMENT

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified, nor do they address the performance standards that must be maintained.

REVIEWED BY

Kim A. M. CEO
(Signature and title)

ADMINISTRATIVE APPROVAL

Kim A. M. CEO
(Signature and title)

EMPLOYEE:

I have read and understand the duties and responsibilities of this position. I have reviewed and agree to the contents of this position description and I am able to perform the job functions and meet the physical requirements without restriction(s):

Employee Signature

Date



Department: Administration

Job Title: Executive Assistant/Credentialing

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Mark all responses using the following codes:

N = Never

O = Occasionally, represents 1 to 33% or 1 to 2 hour of an 8-hour workday

F = Frequently, represents 34 to 66% or 2.5 to 5.5 hours of an 8-hour workday

C = Continuously, represents 67 to 100% or 6 to 8 hours of an 8-hour workday

N	O	F	C	PHYSICAL ACTIVITY
	X			Walking
			X	Sitting/Standing
	X			Reaching: Shoulder height
	X			Above shoulder height
	X			Below shoulder height
X				Climbing
	X			Pulling/Pushing: 25 pounds or less
X				25 to 50 pounds
X				Over 50 pounds
	X			Lifting: 25 pounds or less
X				25 to 50 pounds
X				Over 50 pounds
	X			Carrying: 25 pounds or less
X				25 to 50 pounds
X				Over 50 pounds
X				Crawling/Kneeling
	X			Bending/Stooping/Crouching
	X			Twisting/Turning
		X		Repetitive Movement

PHYSICAL EXPOSURE: (mark where applicable with "X")

Unprotected heights _____

Lighting: Bright X

Dim _____

Mechanical hazards _____

Hazardous substances _____

Infectious diseases _____

Harmful physical agents:

Heat/Cold _____

Noise _____

Ionizing/non-ionizing radiation _____

ACCEPTABLE MINIMUM PHYSICAL ABILITY:

_____ Good X Correctable _____ Blind

 X Normal _____ Impaired

 X Normal _____ Moderate Loss _____ Deaf

 X Good _____ Fair _____ Fair

 X Good _____ Fair _____ Mute

Vision

Color Vision

Hearing

Manual Dexterity

Talking/Speech