



## AMERICA'S ESSENTIAL HOSPITALS

**JOB TITLE:** Program Assistant, Essential Hospitals Institute

**BACKGROUND INFORMATION:** The Essential Hospital Institute, first established in 1988 as the National Public Health and Hospital Institute, is the private, nonprofit research arm of America's Essential Hospitals. The Institute researches and promotes best practices in health care, especially for vulnerable populations and underserved communities. We use data analysis and lessons learned to help members of America's Essential Hospitals and the larger industry improve quality and efficiency. The Institute, which also educates and trains senior administrators and clinical leaders, functions as a catalyst for innovative change to improve quality and safety.

**POSITION SUMMARY:** The program assistant provides support to the entire Institute, in particular the Performance Improvement and Research teams. The program assistant ensures the smooth running of all support activities and logistics needed by the staff and teams. The program assistant reports to the Senior Vice President, Leadership and Innovations but will receive daily assignments from the Director of Performance Improvement and Director of Research. The program assistant provides primary back-up and support to the Executive Coordinator.

**REPORTS TO:** Senior Vice President, Leadership and Innovation

**PRINCIPAL DUTIES AND JOB RESPONSIBILITIES\*:**

- Provide administrative assistance with scheduling meetings and conference calls, calendar management, expense reports, and other tasks as needed for the Directors of Performance Improvement and Research.
- Support the preparation for regular budget reviews by tracking appropriate documentation, submission and payment of purchase orders for the Directors.
- Support the ongoing administrative activities for the Performance Improvement and Research teams.
- When scheduling meetings, reserve appropriate on- and off-site rooms, facilitate travel and lodging for off-site meetings for directors and issue confirmations to attendees. The individual in this role will coordinate their work with the Executive Coordinator.

- Update and maintain Directors and Senior Vice President contact lists, including within the iMIS member database, ensuring lists are accurate and up-to-date.
- Order food for internal meetings or make reservations for external meetings as needed.
- Provide back-up for the Executive Coordinator.
- Provide back-up for web events to Distance Learning Coordinator as required.
- Ensure proper and timely set up of all A/V resources (technology, flip charts, copies of meeting or presentation materials and other incidentals) as appropriate for meetings
- Assist with and/or facilitate conference calls following established protocol; if needed, help address potential problems during the event with vendor's technical resources
- Prepare logistics, collateral, and background information for meetings with member participants as requested by Directors or Senior Vice President.
- Finalize documents in MS Word, Excel, PowerPoint or Adobe using standard America's Essential Hospitals formats, including accurate proofreading and use of graphics when applicable; assist with data organization, clarification and presentation as needed.
- Assist in maintenance and ensure the upkeep and organization of electronic files/folders, primarily for the Performance Improvement/Research teams
- Be conscious of and help identify opportunities for the Institute to be cost effective and financially responsible
- The Program Assistant is a member of the OpsTeam, an administrative group that meets monthly across all association departments to share ideas and needs, communicate projects, receive instruction, and build a collaborative team.
- Other duties as assigned.

*\* The above statements reflect the general duties and responsibilities necessary to describe the principal functions of the job, as identified, and shall not be considered an exhaustive list of job responsibilities which may be inherent in the position. Responsibilities are subject to change*

#### **MINIMUM EDUCATION AND EXPERIENCE REQUIRED:**

- Bachelors or Associates degree (in English, business administration, or related to public health administration) and applicable administrative experience in full-time capacity for minimum of 3 years, preferably in capacity providing executive assistance.

- Without degree, relevant executive assistance experience in full-time capacity for minimum of 5 years
- Intermediate to advanced skills using Microsoft Word, Excel, Outlook and Powerpoint; relevant experience with database management software required (especially iMIS, Access)
- Keyboarding: Minimum 45 wpm, accurate
- Demonstrates excellent use of English, grammar and spelling

**ESSENTIAL CHARACTERISTICS FOR THIS POSITION INCLUDES:**

- Outstanding administrative and organizational skills with excellent follow-through
- Able to perform multi-tasking with accuracy and speed, including handling multiple tasks for several staff with a high degree of detail within established deadlines; flexible with excellent time management and ability to adjust to rapidly shifting priorities
- Outstanding customer service skills in handling requests within and outside the department in a timely manner
- Versatile self-starter and resourceful thinker, able to offer constructive ideas and apply practical expertise to contribute to the overall effectiveness of the Institute
- Excellent verbal and written communication skills; solid business writing and proofreading skills
- Able to work independently as well as collaboratively as an effective member of a team
- Initiates ideas to improve overall association and/or Institute goals
- Demonstrates good judgment on behalf of members and America's Essential Hospitals

How to Apply: Send resume, cover letter, a 2-5 page writing sample via email, in MS Word or PDF format, to [careeropty@essentialhospitals.org](mailto:careeropty@essentialhospitals.org).