**CAYUGA MEDICAL ASSOCIATES**

**JOB DESCRIPTION**

**Job Title: Administrative Assistant**

**Purpose:** To provide administrative support to Cayuga Medical Associates (CMA) executives in all facets of the role. To represent CMA executives and the organization in a positive manner and to organize and manage the activities of CMA executives with a high level of efficiency, professionalism, and polish.

**Reports to**: Administrative Services and Provider Contracts Manager

**CMA Pledge to Service Excellence**

All CMA employees are required to display the following cornerstones in representing themselves as an employee of Cayuga Medical Associates:

* *Patient- Centered Excellence*: We will provide exceptional and compassionate care, one patient at a time.
* *Teamwork*: We will work together as a cohesive team.
* *Safety:* We will maintain a safe, clean, and welcoming environment.
* *Respect:* We will maintain a respectful and peaceful atmosphere.
* *Professionalism*: We will act in a professional and positive manner.
* *Workplace Excellence and Wellness*: We will develop a contagiously positive workplace focused on wellness, where team members are proud to be employed.

**Essential Job Functions:**

* Provide high-level administrative support for executives, including management of executives’ schedules and coordination of complex meetings and appointments, as requested.
* Schedule complex meetings, monitor executives’ calendars, anticipate conflicts or changes in priority, and ensure executives' smooth flow of day.
* Interact with health system senior leadership, providers, managers, administrative assistants, patients, and outside contacts with professionalism and courtesy, acknowledging representation of executives and the organization in all interactions.
* Attend meetings, as requested, for notetaking. Prepare minutes.
* Provide phone coverage for the Administration office, including patient portal support, locating executives as appropriate, and handling patient complaints and challenging situations as needed.
* Create orientation schedules for new executives and managers; schedule all orientation meetings.
* Make travel arrangements and complete expense reimbursements for executives.
* Sort complex data; prepare reports, documents, databases, and presentations.
* Maintain office lists and databases for internal and external distribution.
* Create, revise, and catalog organizational forms.
* Author and proofread general correspondence and reports.
* File and maintain confidential provider contracts.
* Set up and manage files, both paper and electronic.
* Support other staff, as requested.
* Provide software support to other staff.
* Maintain a pleasant and helpful demeanor and always present a professional appearance toward all internal and external customers.
* Act as an ambassador for the organization.
* Demonstrate a high level of commitment to teamwork and support cross-functional team involvement.
* Other responsibilities/special projects as needed.

**Knowledge, Skills and Abilities:**

* Exceptional skills in Microsoft Outlook.
* Continuous proficiency in all applications of Microsoft Office, including Word, Excel, and PowerPoint.
* Ability to anticipate the needs of executive level staff.
* Ability to work autonomously yet in a collaborative/team-centered environment.
* Ability to deal sensitively with confidential data and maintain professionalism.
* Excellent time management skills and ability to multi-task and prioritize work.
* Excellent organizational skills.
* High level of attention to detail.
* Ability to work independently, take initiative, and accomplish tasks effectively.
* Excellent interpersonal skills.
* Effective oral and written communication skills.
* Ability to design documents, reports, and presentations in professional format.
* Positive attitude and work ethic.
* Skills in database management and record keeping.
* Must be able to gather and analyze information skillfully.
* Strong computer skills and Internet research ability.
* Ability to identify and resolve problems in a timely manner.
* Poise and polish interacting with wide variety of clientele.
* Ability to maintain the highest level of confidentiality to proprietary information.
* Professional appearance.
* Assure a clean and functional working environment.

**Education and Experience**

High School Graduate

Associate degree preferred

At least three years’ experience supporting executive level staff

**Physical Requirements**

Sitting 90%

Lifting up to 40 lb.

Keyboarding 80%

Phone Management 60%

I have read the job description and agree that I am willing and able to perform the requirements of this position.

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Employee Date