

BETH ISRAEL DEACONESS HOSPITAL ~ NEEDHAM
Job Description/Performance Evaluation

EMPLOYEE NAME: _____ **DEPARTMENT:** Finance and Administration

POSITION TITLE: Administrative Coordinator **REPORTS TO:** Chief Financial Officer

JOB CODE: G1632 **JOB GRADE:** 6

POSITION SUMMARY:

Reporting to and under the general direction of the Chief Financial Officer (CFO), the Administrative Coordinator will be responsible for coordinating all day-to-day administrative functions to assure the efficient operation of the Finance Department. As appropriate, acting independently, the Administrative Coordinator will be responsible for maintaining the calendar, booking appointments, setting up meetings, answering and placing calls, correspondence to and from CFO, maintaining supplies and equipment, and other day-to-day functions inherent in an administrative position. The Coordinator will also serve as liaison between the CFO and all callers or visitors to the department, internal and external, using utmost tact, diplomacy and confidentiality. The Coordinator will also provide similar support to the Hospital Controller and Director of Revenue Cycle. The Coordinator will be required to support, attend and take minutes for the Finance Committee. The Coordinator will also be responsible for the preparation of daily reports that are distributed to Hospital Leadership. The Coordinator will work closely with the Hospital President's Administrative Assistant to ensure consistency in communication throughout the organization. Position provides support to Compliance Officer as needed.

MINIMUM QUALIFICATIONS REQUIRED:

- High School Diploma plus two years of post-high school education in business or equivalent required. Bachelor's Degree strongly preferred.
- Proficient in use of Meditech or similar hospital financial platforms
- Proficient in use of Microsoft Office software including Word, Outlook, Excel and PowerPoint
- Excellent organizational and communication skills
- Flexibility to adapt to fast-paced environment
- Demonstrated ability to work cooperatively and effectively with a variety of people. Ability to manage and complete projects demonstrating initiative and self-direction
- Physical ability to meet essential job responsibilities
- Ability to manage change in organizational

POPULATION SPECIFIC CARE COMPETENCIES:

N/A

PHYSICAL ENVIRONMENT:

Office setting

PHYSICAL EFFORT REQUIRED:

The majority of this position is spent at a desk, on computer and telephone.

SAFETY:

Completes Hospital and Departmental orientation; then annually completes Employee Comprehensive Education, Sexual Harassment, Compliance, and other required trainings and competencies as assigned from time-to-time, and within established timelines for completion.

Note: The above statements reflect the general duties considered necessary to describe the principle functions of the job as identified, and shall not be considered as a detailed description of all the work requirements that may be inherent in the position.

Scoring Key:

- A = Unsatisfactory*
 B = Needs Improvement*
 C = Meets Standard
 D = Exceeds Standard
 N/A = Not Applicable

*Attach warning, action plan/time line for improvement

SECTION 1: DUTIES AND RESPONSIBILITIES

	A	B	C	D	N/A
<p>Designs and maintains computer/file systems to ensure organized and accessible information for:</p> <p>Policies & Procedures Committee Minutes & Records Outside Correspondence Interoffice Memorandums Other miscellaneous documents</p>					
<p>Manages the Chief Financial Officer calendar and resolves schedule conflicts and ensures appropriate accommodations. Assists the Controller and Revenue Cycle Director in management of calendars and meetings</p>					
<p>Processes sensitive labor and quality improvement information; protects confidentiality at all times</p>					
<p>Performs clerical functions including telephone/call management, mail distribution for division, filing, and triaging requests for the CFO, Controller and Director of Revenue Cycle</p>					
<p>Maintains systems for providing administrative services; prioritizes work to ensure timely completion of time-sensitive and important work</p>					
<p>Is proficient in organizing finance committee meetings and preparing minutes of such meetings</p>					
<p>Works collegially with other administrative support staff at the Hospital, occasionally providing administrative support to office of CEO when need arises due to absence of Administrative Assistant to the President. This includes telephone coverage, managing calendar, and correspondence. Provides administrative support to the Compliance Officer as needed.</p>					
<p>Establishes and maintains effective two-way communications with area managers, clinical staff, physicians, other administrative staff, outside visitors and vendors, and patients</p>					
<p>Completes work in an accurate and timely manner</p>					
<p>Orders supplies and processes request-for-purchase-orders and accounts payable documents as needed</p>					
<p>Oversees supply usage to ensure that the cost centers remain within budget</p>					

Demonstrates initiative and an appropriate level of self-directedness in fulfilling job responsibilities					
Identifies own learning needs and takes steps to address opportunities for improvement					
Offers, seeks out and acts upon constructive feedback regarding professional practice and/or services, including that given in performance evaluation session					
Demonstrates reliability in regard to attendance and punctuality					
Adjusts work schedule to accommodate department's needs when needed					
Proof-reads and spell-checks typing work to minimize need for re-work					
Updates the CFO of progress and problems related to administrative and/or project work as appropriate					
Maintains a professional decorum in all activities in which she/he represents or appears to represent the hospital					
Respects and preserves the confidentiality of patient, employee and hospital information					
Maintains a safe work environment & actively participates in hospital safety programs & initiatives					
Participates in orientation of clerical and managerial staff					
Performs all other duties as needed or assigned					

The above statements are intended to describe the general nature and level of work to be performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified.

SECTION 2: EXPECTATIONS OF ALL EMPLOYEES: Supports the Hospital's Mission and Vision by exemplifying its core values: Compassion, Accountability, Respect, and Excellence (CARE).

	Needs improvement	Meets the standard
Customer Service: Demonstrates commitment to excellence in service to internal and external customers by listening attentively, asking for clarification when necessary; using words and tone that reflect concern and a sincere desire to understand and help. Takes appropriate action.		
Documentation &/or examples:		
Reliability/Ownership: Completes assignments accurately and on time; enthusiastically provides assistance to others when need exists; proactively seeks ways to assist.		

Documentation &/or examples:		
Communications: All communications with others, whether written or oral, are clear, concise, courteous, appropriate and timely.		
Documentation &/or examples:		
Professionalism: Remains calm and professional at all times; recovers quickly from adverse situations; maintains confidentiality, seeking and sharing information on need-to-know basis only.		
Documentation &/or examples:		
Problem Solving/Initiative: Recognizes need to adapt approach to address each problem and/or satisfy each customer individually; seeks fair and balanced solutions; Solves common problems independently when appropriate; uses team approach to solve more complex issues. Presents new and better ideas as part of a team approach.		
Documentation &/or examples:		
Attendance: Unplanned absences are within acceptable range as defined in policy; reports to work on time and completes scheduled shift; does not abuse break times; complies with time recording policy.		
Documentation &/or examples:		
Policies/Procedures: Performance and behaviors reflect understanding and compliance with all hospital and departmental policies, procedures, rules and regulations.		
Documentation &/or examples:		
Dress Code: Uniform, clothes accessories and overall appearance are professional and appropriate to the business needs of the position and department as determined by the manager within hospital policy guidelines.		

Documentation &/or examples:		
Cultural Diversity Awareness: Role models the Hospital's diversity and inclusiveness efforts by respecting others' values, backgrounds and opinions. Creates an inclusive environment and treats employees, patients and visitors with warmth, dignity and respects at all times. Demonstrates consideration of diverse constituents when making decisions. Actively seeks resources to satisfy the patient's or customers cultural needs.		
	Documentation &/or examples:	

SECTION 3: EVALUATION SUMMARY (to be completed by Supervisor/Manager)

SECTION 4: GOALS AND TIMEFRAME (to be completed by employee and manager)
