

## PROGRAM ADMINISTRATOR (EXECUTIVE SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of the President/CEO, the incumbent of this class is responsible for managing the Office of the President/CEO at the Westchester Medical Center. Incumbent manages all of the administrative details of the President/CEO's office and coordinating the functions of all of its components. This includes supervision of all secretarial staff in these offices, reviewing all incoming and outgoing mail, reviewing agendas and minutes of the Hospital Board, Medical Board Staff, and Executive Committee meetings, keeping records of all of the President/CEO's meetings and appointments and coordinating the activities of the President/CEO's Office with those of the other top executive administrative staff offices. Extensive independent action is required of this position in the establishment of proper office protocol and the systematic processing of work, with an ability to distinguish and prioritize sensitive, confidential and important material requiring the President/CEO's immediate or personal attention, as opposed to that which can be routed to other administrative staff for follow-up or action. Supervision is exercised over a secretarial support staff. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Establishes office protocol to be followed by all secretarial staff in the President/CEO's Office to reflect a positive public image;

Supervises and trains secretarial staff and coordinates office activities, insuring proper coverage;

Coordinates the activities of the top-level executive offices with that of the President/CEO to enable the smooth transmittal of information and follow-up procedures;

Establishes and maintains lines of communication with the Clinical Directors of Service, private practice physicians, Hospital Board and New York Medical College administrative staff with whom WCMC is affiliated;

Maintains communication with all levels of hospital personnel, volunteer auxiliary groups, community groups, and other health and public service agencies;

Receives visitors, ascertains their business or complaint, and either resolves or refers it appropriately;

Types correspondence, memos, reports and other documents prepared by or for the President/CEO;

Supervises the maintenance of all records and files;

Anticipates, plans and organizes the President/CEO's daily schedule and makes arrangements for emergency situations;

Coordinates and supervises support secretarial staff in the scheduling of meetings, taking and transcribing minutes, composing and typing correspondence, researching necessary follow-up information and maintaining detailed records and files for the Hospital Board, Top-level Executive Committee, Administrative Staff Meetings, Employees Advisory Council, Executive Committee of Medical Board, Joint Conference Committee, Nursing/Administration Joint Conference;

Develops and implements systematic procedures for the prioritizing, processing, distributing and following-up for all incoming and outgoing work in the President/CEO's office;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

Develops reporting forms and form letters in order to streamline information flow;

Maintains up-to-date logs of vital operational information, such as patient days and other statistical data, on a regular basis;

Prepares drafts of routine correspondence and reports for the President/CEO's signature;

Codes, circulates and maintains detailed records and files of official memoranda describing hospital-wide policies and procedures;

Coordinates special functions sponsored by/or for the President/CEO, such as seminars, special meetings, tours, and reception of dignitaries;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

Accesses protected health information (PHI) in accordance with departmental assignments and guidelines defining levels of access (i.e. incidental vs. extensive)

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the policies and programs used in the operation and administration of a large medical care center; ability to assimilate and analyze data; ability to recommend action based on analytical findings; ability to resolve routine administrative problems independently; ability to plan and supervise the work of others; ability to prepare clear and concise reports; ability to type at a speed of no less than 35 words per minute; ability to understand and carry out complex written and oral directions; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; good judgment; initiative; tact; physical condition commensurate with the demands of the position.

RECOMMENDED MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and eight years of secretarial experience, four years of which must have been at the staff administrative level in a hospital.

SUBSTITUTION: 30 credits\* of post high school education at a business school, college or university with major course work in business administration, public administration or health administration may be substituted for each of the above-stated required general experience.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.