Title: Executive Assistant

Division: Operations

Department: Patient Services

Reports to: Senior Vice President, Patient Services/Operations (SVP, PSO)

FLSA Status: Exempt

Position Summary: Provide administrative support to the SVP, PSO. Coordinate related activities and supervise designated support staff, as needed.

Essential Functions:
- Provide administrative support to the SVP, PSO, including receiving and placing phone calls, scheduling meetings, creating and maintaining data spreadsheets, preparing correspondence, grant applications, mailings, reports and other support functions, as needed.
- Coordinate and maintain calendar and travel arrangements.
- Serve as communications hub.
- Research, coordinate, and draft materials for internal and external use or for presentation.
- Maintain Executive and Patient Services records, files, notebooks, contract, manuals and coordinates policy updates through PolicyTech, and PPHP Website.
- Coordinate and set up meetings and conference calls, as required.
- Coordinate and distribute (including electronic) all internal memoranda and maintain the PPHP memo book.
- Make arrangements for senior staff and other special meetings, including coordination of time, place, preparatory materials, room arrangements and refreshments. Coordinate and prepare agendas, attend meetings, record, prepare and circulate minutes, follow-up on items as needed.
- Build relationships with and provide administrative assistance and support (typing, mailing, filing, etc.) to all members of the Patient Services Management Team including the SVP, PSO, Chief Medical Officer, Regional Directors, Patient Services and Operations, and Health Center Managers. Is prepared and at the ready to address relevant issues with individual management staff.
- Act as recorder at internal and external meetings and prepare summaries describing key points; handle some of the follow-up work for the Leadership Team, Patient Services, and Center Management meetings.
- Provide relief for receptionist/administrative assistant during lunch and breaks, and for vacation coverage, as needed.
- Cross-cover and provide support for President & CEO's executive assistant during absences and other times of need.

Non-Essential Functions:
- Work with the SVP, PSO, to assure the smooth functioning of the Elmsford office as needed.
- Assume additional responsibilities as assigned.
- Regularly checks personal PPHP email account for important affiliate-related communications, at least every 24 hours.
Qualifications:
Experience, Education and Licensure
- Associate degree and 5 years’ experience as an administrative assistant for senior management or an equivalent combination of education and experience from which comparable knowledge and abilities can be acquired.
- Knowledge of computer software including Microsoft Office Suite including Word, Excel, PowerPoint and Outlook and spreadsheet software.
- Excellent communication and organizational skills, including priority-setting and decision-making ability.
- Good organizational skills, with strong attention to detail and accuracy and exhibits initiative and ability to work independently and under pressure.
- Excellent interpersonal skills and ability to work with staff, volunteers and community.
- High degree of confidentiality, professionalism, integrity, discretion and tact.
- Ability to work flexible hours including evenings and weekends, as needed.
- Commitment to the goals of Planned Parenthood.

Cultural Awareness:
- All employees are required to demonstrate the importance of the ethical cultural awareness commitment of Planned Parenthood by:
  o Demonstrating empathy; recognizing inherent worth, and treating individuals with respect;
  o Protecting confidentiality of staff;
  o Appreciating the Planned Parenthood culture and its function in human behavior, and recognizing cultural strengths; and
  o Seeking to understand patient’s cultures and value of diversity to be able to provide competent services.

Customer Service:
- Builds and maintains positive, quality relationships with customers, both internal (colleagues) and external (patients, clients, donors, etc.).
- Demonstrates commitment to exceeding customer expectations at every opportunity.
- Responds positively to customer concerns and demonstrates effective problem-solving skills.
- Consistently interacts positively with internal and external customers.
- Always wear a PPHP ID badge when working.

Language Skills:
- Ability to use, read, analyze and learn software programs utilized in this affiliate.
- Ability to communicate effectively.

Compliance, Risk & Quality Management (CRQM):
- Makes a commitment to participate in PPHP’s Compliance, Risk and Quality initiatives and programs.

Mandatory Reporting:
- Planned Parenthood has zero tolerance for non-compliance with our policies and procedure for addressing situations that endanger the welfare of minors, including our policies and procedures relating to state mandatory reporting laws.

Physical Demands:
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is occasionally required to stand; walk; sit; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear.
- The employee must occasionally lift and/or move up to 25 lbs.
• Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment:
• Provides own transportation, is willing to travel, and can work flexible hours, including evenings and weekends.
• Ability to work independently and as part of a team.
• Commitment to the goals of Planned Parenthood.
• While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time.
• The noise level in the work environment is usually moderate.

Other:
• This job description is not intended to be all-inclusive. The employee will also perform other reasonable related duties as assigned by the supervisor or management.
• Management reserves the right to change, assign or reassign job duties and hours as needs prevail. This document is for management communication only and not intended to imply a written or implied contract of employment.
• I have read and understand this job description. I agree to accept the responsibilities and duties as outlined.
• I understand that PPHP is an "at will" employer.

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Employee (PRINT NAME)

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Employee Signature Date

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APPROVED BY:

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Division Head Date

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Human Resources Date