



Kansas Hospital ASSOCIATION

Administrative Professional *Job Description*

KHA's Mission: *To be the leading advocate and resource for members.*

Individual: TBD
Accountable to: Director of Corporate Relations

Job Classification: Non-Exempt, Full-Time
Supervises: NA
Work schedule: Generally 8 hours per day per schedule, 8:00 a. m. – 5:00 p.m.

Position Overview:

The Administrative Professional assists the Director of Corporate Relations, along with the areas of Workforce, Work Comp and Member Services by serving KHA's mission and goals. This position is the first impression for KHA in delivering friendly customer service to its members and other outside stakeholders. This position is also responsible for leading staff to be accountable for the mission and values of the association.

Essential Functions:

- Provides assistance to the Director of Corporate Relations with special projects, internal office event planning, and other administrative support
- Provides administrative support and project coordination in the areas of Member Services, KHA Workers' Compensation Fund, and Workforce as needed, including minor graphic design work and website updates, as well as coordinating statewide projects, maintaining career resources, conducting surveys, and staffing events/conferences across Kansas
- Prepares deposits for KHA, KHSC, Healthworks, KHA-WC, APS, and Health Alliance for KHA Accounting Department
- Supports KHA (Kansas Association of Hospital Attorneys) Allied organization in regard to membership processing, program preparation, mailings, inquiries
- Assists in supporting other Allied organizations as needed
- Supports KHA policy groups and special projects, as assigned
- Takes meeting minutes, performs mail merges, including KHA Convention and mailings, edits documents, creates labels, builds excel spreadsheets, database entry and other administrative duties
- Sorts all incoming mail and faxes by department and delivers to staff members
- Provides a timely response to inquiries for information to KHA members, staff and vendors
- Serves as KHA's front desk representative by responding to or forwarding all incoming calls in a cheerful, polite and professional manner
- Works with the Director of Corporate Relations on phone and front desk coverage as needed
- Prepares member visit packets, supports member services by maintaining log of member visits
- Monitors staff calendars to support front desk responsibilities
- Maintains front office area, FLG, and kitchen area
- Orders meals for meetings scheduled in FLG following KHA guidelines



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- Provides meeting prep / set-up and clean-up for FLG
- Maintains and ensures the kitchen and breakroom areas are appropriately stocked
- Maintains postage available to staff and reports expenses to the accounting department
- Orders office supplies or special orders, maintains inventory as needed
- Responsible for copier maintenance
- Manages promotional item inventory
- Recommends policies and procedures as it relates to area of responsibility
- Acts with professionalism while representing KHA at events (local, state, national)
- Actively seeks to add and enhance knowledge regarding developments and current trends in the health care industry that will serve KHA's business needs
- Works collaboratively with KHA staff to maintain a team environment to accomplish the tasks necessary to serve and support KHA and affiliates
- Performs other duties as assigned

Qualifications: Knowledge, Skill and Ability:

- High School Diploma or equivalent is required
- Post-secondary education or certificate in a related field is preferred
- Two (2) years of administrative office experience is preferred
- Outstanding customer service skills
- Ability to work independently and be self-motivated
- Ability to meet deadlines and work under pressure
- Ability to prioritize and manage work effectively and efficiently to accomplish tasks
While managing multiple projects at the same time – must also deliver friendly service
- Ability to read, analyze and interpret general business periodicals, profession journals, technical procedures and governmental regulations in a variety of formats
- Effective communicator (verbal, written and body language)
- Creativity and innovation with the ability to plan strategically
- Ability to problem solve rationally and with common sense
- Proficient math skills (basic math principles, computations, and interpretation of graphs)
- Proficient knowledge Microsoft Suite (Word, Excel, Outlook) skills are required
- Knowledge of general office equipment
- Must have the ability to respect diversity and individual needs

Physical Demands:

- Lift and move items up to fifty (50) pounds
- Sit, stand and walk for extended periods of time
- Ability to work on the computer for hours at a time and concentrate on detailed information
- Bend, kneel and reach items with use of hands to finger, handle or feel objects, tools or controls
- Must be able to speak and listen effectively
- Vision abilities for close vision, color vision, peripheral vision and depth perception



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Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- Professional office setting with little discomfort due to such factors as noise, heat, dust, or other adverse factors
- This is a non-smoking work environment, including all premises and other such areas
- Travel is required, along with that entails standard travel risks

This job description does not state or imply that these are the only activities to be performed by the team member holding this position. Staff is required to follow other job-related instructions and to perform other job-related responsibilities as requested by management.

Employee Signature

Date

Supervisor Signature

Date