COLORADO COMMUNITY HEALTH NETWORK (CCHN)
Executive Assistant
Job Description

General Statement:

The Colorado Community Health Network is a membership association of Community Health Centers (CHCs) serving low-income, homeless, and migrant populations in Colorado. CCHN is a dynamic, team-orientated non-profit, which provides support and technical assistance to safety-net clinics in underserved communities.

This position is responsible for helping the President and CEO make CCHN the best CHC membership association in the nation!

Knowledge & Skills Required:

The person who will fill this position will:

1. Be highly organized and disciplined, knowing the status of the projects the CEO is working on and making certain all deliverables from other staff are received on time.

2. Ensure the CEO's calendar is up to date, she has what she needs to complete the myriad of projects she's working on and/or the meetings she is attending.

3. Share CCHN's values of quality, innovation, abundance, respect, collaboration, and commitment.

4. Have excellent social skills, operate with diplomacy, tact, empathy, respect, genuineness, and specificity.

5. Have excellent written and verbal communication skills, including ability to communicate clearly, concisely and persuasively face-to-face, as well as in reports, memos, member communications, and even routine emails.

6. Anticipate what can go wrong and work to make sure it doesn't!

7. Develop and maintain strong relationships with the CCHN Board members, their assistants, external partners and their assistants, internal staff, etc., all of who are critical to CCHN's success.

8. Ability to manage multiple tasks and projects and flexibility in shifting between them and prioritizing and handling new ones as they arise.
9. Be comfortable when working on tight deadlines, and able to turn work around within a short time span where demands may change at short notice.

10. Manage complex and highly confidential information.

11. Invent and develop the best administrative support systems the CEO has ever seen.

12. Be an advanced user of Microsoft Office (Word, Excel, Powerpoint) and Microsoft Outlook (calendar, contacts, email, etc.).

General Duties:

1. Serve as gatekeeper to all those who request time of the CEO because there will be far more requests than the calendar will hold.

2. Remind the CEO of events on the calendar and take the initiative to make sure she's prepared with the right documents and information, etc.

3. Answer CEO's phone and direct incoming calls.

4. Maintain up-to-date and accurate Outlook contacts, including group contacts.

5. Arrange meetings for the Board of Directors, and with partners, legislators, etc., including securing space and food, setting up video and audio conferencing capabilities, etc.

6. Develop and maintain strong relationships with a myriad of external partners, Board members, internal staff, vendors, etc.

7. Support the CEO in preparing information for presentations, interviews, Board meetings, etc.

8. Develop and implement timelines and budgets for projects.

9. Develop draft agendas for meetings.

10. Update the CEO on key issues that arise when the CEO is out of the office.

11. Make travel arrangements for the CEO.

12. Function as a member of the internal administration/operations team.

13. Report corporate compliance concerns to CCHN's Corporate Compliance Officer; any CCHN employee who reports a compliance concern in good faith is protected by law from retaliation.

14. Perform related responsibilities as assigned and required.

Experience Required:

1. Associate's degree or equivalent.

2. Five or more years providing support for C-suite staff.

3. Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail.

4. Excellent customer service skills.

5. Ability to work with minimal supervision and maximum accountability.

6. Proficiency with Outlook, Word, PowerPoint and Excel and experience with online research and inquiries.

7. Must have reliable transportation to run errands, a valid driver's license and current insurance.

8. Demonstrated ability to work with customer/client groups and/or experience in membership organizations.

9. Ability to work as a team member and work effectively with diverse people.

10. Demonstrated awareness of, and value for, cultural competence.

11. Fluency in written and spoken English.

12. Physical ability to stoop, kneel, bend, use a computer and perform light lifting.

CCHN is an equal opportunity employer offering a generous benefits package, a highly professional but casual work environment, and a competitive salary (DOE).

Category: Full –Time (40 hours per week), Non-Exempt
Responsible to: President and CEO
Supervises: N/A
Job Description Effective Date: January 2019

Compensation Range: $26-30 per hour

To Apply: Please submit

1. A cover letter
2. Updated resume with all relevant qualifications/history
3. Written answers to the following three questions (limit responses to two pages total):
   a. CCHN has adopted values that influence and shape its work culture: Quality, Innovation, Abundance, Respect, Collaboration, and Commitment. Please describe which of these values resonate with you most, and why.
   b. This job requires excellent customer service, communication and social skills. Describe your skills in these areas, and how you've used these skills in developing and maintaining strong professional relationships and partnerships.
   c. Describe your experience and ability in managing multiple tasks and projects and flexibility in shifting between them and prioritizing and handling new ones as they arise.

Candidates should email the required information to Katie Pachan Jacobson, katie@cchn.org.

Please list "Application – CCHN Executive Assistant" in the subject line of the email.

This position will stay open until filled, however applications submitted by Wednesday, February 13, 2019 will be given priority.

No phone calls.