

## SECRETARY TO PRESIDENT/CEO

DISTINGUISHING FEATURES OF THE CLASS: Under the general direction of the President/CEO of Westchester Medical Center, this position performs executive secretarial tasks; relieving the President and CEO of administrative detail by receiving and handling inquiries, complaints, and requests related to departmental activities from department heads, local and state officials, the press, and the general public. The incumbent is appointed by the President/CEO and serves at his/her discretion. This position also serves as the office manager of the administrative unit of the department, ensuring orderly and efficient administrative and clerical support. Incumbents may be expected to work over-time to provide clerical services at various scheduled meetings. Supervision may be exercised over clerical and 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;

Coordinates and directly supervises the activities of the administrative support staff to ensure equitable distribution of workload, adequate telephone coverage during absences, office protocol and information flow among department staff;

Supervises and trains secretarial and support staff assigned to the President/CEO's office and coordinates office activities, ensuring proper coverage;

Performs executive secretarial and administrative support tasks for the President/CEO and some managerial staff, including transcribing and proofreading confidential correspondence, preparing reports and minutes of meetings, scheduling appointments and maintaining confidential files and other material essential for use by the President/CEO and/or staff;

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

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

Maintains appropriate, timely and ongoing communication with the Clinical Directors, private practice physicians, Hospital Board and New York Medical College administrative staff with whom Westchester Medical Center is affiliated;

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

Maintains calendar of appointments for the President/CEO, ensuring the President/CEO is apprised of all appointments and changes as well as matters requiring immediate attention;

EXAMPLES OF WORK: (Cont'd)

Screens complaints and inquiries from employees, public officials, the press and the general public addressed to the President/CEO; gathers appropriate material from the President/CEO and other administrative staff to respond to routine inquiries and routes more complex inquiries along with supporting documentation to department staff as appropriate;

Processes records and forms, requisitions office supplies, and performs other administrative support procedures for effective office management;

Opens and screens mail addressed to the President/CEO, answers routine mail independently and routes other mail with background material as necessary;

Maintains all files for the President/CEO, ensuring that material is properly marked and accessible for immediate use;

Maintains files of all minutes taken at committee meetings for future references;

Coordinates the scheduling of regular staff meetings, gathering agenda items and materials as required and preparing and distributing finalized agenda;

Monitors progress of departmental assignments, ensuring that responses are timely and in accordance with established office and department policy and procedures;

Coordinates vacation schedules among administrative support staff to ensure that adequate secretarial coverage is provided;

Performs some secretarial tasks for members of various committees as assigned or requested;

Performs special and confidential assignments as required.

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

SUGGESTED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of office management protocols and developing systems for work flow; thorough knowledge of secretarial skills, including business English, stenography and business arithmetic; good knowledge of the policies and programs used in the operation and administration of a large medical 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 compose and edit letters and memoranda; ability to type at a speed of not less than 35 words per minute; ability to comprehend the varied activities of a large department sufficiently to handle the mass of items passing through the President/CEO's office; initiative; tact; poise; neat personal appearance; physical condition commensurate with the requirements of the position.

DESIRABLE TRAINING AND EXPERIENCE: High school diploma or equivalency and eight years of administrative, office management and/or secretarial experience, four of which must have been in a hospital setting and two of which must have required the use of word processing equipment.

SUBSTITUTION: Satisfactory completion of 30 credits\* at a recognized college or business school may be substituted for each year of the above stated experience, but only up to two years of the experience in a hospital setting and there is no substitution for the two years of experience requiring the use of word processing equipment.

\*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 Department of Education as a post-secondary, degree-granting institution.

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J.C.: Exempt †  
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Job Class Code: C2839  
Job Group: XII