

UW HEALTH JOB DESCRIPTION

EXECUTIVE ASSISTANT LEAD

Job Code: 300143	FLSA Status: Non-Exempt	Mgt. Approval: I. Okechukwu	Date: January 2021
Department: System Administration		HR Approval: J. Theisen	Date: January 2021

JOB SUMMARY

The Executive Assistant Lead provides support and process improvement for the daily operations of the executive support department. The Executive Assistant lead partners closely with the Executive Support Manager to provide inter-team leadership in areas of time & attendance, onboarding, and process improvement. The Executive Assistant Lead mentors others to grow professionally and advance their knowledge and skills. The Executive Assistant Lead continuously assesses team needs by working collaboratively to ensure adequate resources for support needs. The Executive Assistant Lead demonstrates professionalism and holds self and team members accountable for standards of practice and demonstrates a high level of emotional intelligence and transformational leadership skills.

The Executive Assistant -lead will also maintain responsibility of executive support to UW Health VPs/ SVP – where they are responsible for organization, coordination, and management of the Offices of the Vice Presidents and/or Senior Vice Presidents, ensuring that appropriate follow-up and decision-making occurs on issues brought to the incumbent's attention. A wide variety of internal and external relationships are involved in performance of the duties of this position; the incumbent interacts with employees at all levels as well as Board members.

MAJOR RESPONSIBILITIES

1. Provide guidance, instruction, direction, and leadership to a designated team of administrative professionals, including Executive Assistants.
2. Act as a liaison between the executives and the executives' reporting managers and address significant issues on behalf of the Manager of Executive Support.
3. Manage the time-keeping system for team on behalf of the Manager of Executive Support.
4. Ensure coverage of key operational functions.
5. Oversee the training and onboarding of new staff.
6. Develop procedures and a portfolio of work standards for the Executive Assistant team.
7. Direct, complete, and/or manage special projects as identified by the Manager of Executive Support and other members of the executive team.
8. Organize, plan, and arrange a variety of committee meetings, group sessions, and organizational functions.
9. Coordinate travel and hotel arrangements for executives and other staff members, as well as candidates and visitors as directed.
10. Maintain executive schedules, including coordinating arrangements for meetings, time allocation between meetings to allow time for travel between sites, and scheduled time to complete independent work.
11. Review and reconcile department corporate credit cards, ensuring compliance with policies and procedures.
12. In coordination with the Manager of Executive Support, maintain timecards and vacation/leave schedules.
Work with Manager Executive Support to analyze operations for trends and opportunities of improvement

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	High School graduate or equivalent
	Preferred	Associate degree in Business Administration or related field
Work Experience	Minimum	Five (5) years of experience providing administrative support to management level staff or Seven (7) years of administrative support experience at any level
	Preferred	<ul style="list-style-type: none"> • Seven (7) years of office management and senior executive level support experience within a large, complex organization • Previous Lead or Supervisor experience
Licenses & Certifications	Minimum	
	Preferred	Professional Administrative Certification of Excellence (PACE), Certified Administrative Professional (CAP), or Microsoft Office Specialist (MOS)

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Required Skills, Knowledge, and Abilities	<ul style="list-style-type: none"> • Ability to be self-directed and resolve issues independently • Excellent organizational, prioritization, time, and project management abilities • Strong work ethic and commitment to customer service • Proficient in advanced word processing and data management software programs(i.e., Microsoft Office Suite Professional) • Ability to communicate effectively and professionally, both verbally and in writing, to both internal and external customers • Ability to establish and maintain effective working relationships with all constituents • Ability to maintain confidentiality of any and all information encountered • Ability to effectively address challenges and opportunities creatively and strategically • Ability to multi-task effectively in a fast-paced environment and with impeccable attention to detail • Strong judgment and analytical skills to effectively evaluate and solve problems • Ability to create a trusting, positive, and supportive work environment
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PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
X	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
	Light: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.