

## **POSITION DESCRIPTION**

**Job Title: Administrative Coordinator**

**Accountability: Reports to the Program Director**

### **SUMMARY OF POSITION DESCRIPTION**

The Maine Quality Counts (QC) Administrative Coordinator is an organized individual who provides service focused support to QC programs and projects with the timely and accurate execution of work plan tasks using standardized tools and processes. This position is responsible for a wide range of duties that require attention to detail, organization, and the ability meet deadlines in a fast-paced environment.

### **MINIMUM KNOWLEDGE, SKILLS AND ABILITIES REQUIRED**

- HS; Associate's degree preferred.
- Admin support experience; experience working in a healthcare setting preferred.
- Demonstrated proficiency with all MS Office applications including Outlook calendar.
- Demonstrated experience planning and organizing large meetings, and events including site contracts, event registration and presenters.
- High degree of professionalism and diplomacy to manage relationships with internal and external contacts/customers
- Excellent written and oral communication skills, conflict management skills, and professional interactions with all internal/external stakeholders.
- Ability to work as a team player, be flexible to support QC's organizational and project needs, and successfully manage multiple tasks and priorities.
- Attention to detail, and ability to provide timely responses to requests and meet project deadlines

### **ESSENTIAL FUNCTIONS AND PERFORMANCE EXPECTATIONS:**

- Provide administrative support as needed for the business opportunity review process, including proposal development and the project planning process.
- As assigned, support Project Managers (PMs) on project areas by following up with task owners on work plan deliverables to identify if deliverables are on track and update the status in the work plan.
- Keep PM apprised of any obstacles that could impact project work plans so that the PM can follow up or initiate a project change as needed to ensure timely resolution.
- Keep Program Director (PD) apprised of work direction/prioritization conflicts to ensure timely resolution and resource allocation, as well as availability to take on additional work to support general QC needs.
- Track and report on project expenses as required.
- Follow up with vendors as needed to secure appropriate paperwork and documentation for invoicing; secure required authorization to ensure timely payment.
- Update project data and metrics information accurately and timely.
- Contact and follow up with external stakeholders as needed to secure materials and content for projects and meetings in a timely manner.

- Responsible for meeting scheduling and coordination, including identifying participant availability, room availability, and ensuring that appropriate materials and meals are available.
- Format and draft agendas for meetings with PM input as needed and based on previous meeting action items. Ensure timely distribution of meeting materials (agendas, notes, action/decision logs) based on project requirements and in accordance with QC branding and formatting standards.
- With guidance and approval from PM and Program Specialist (PS), and in accordance with QC formatting and branding standards, formats and publishes/uploads approved content (newsletters, web pages, presentations, etc.)
- Collect and track information for MOC and CME submission and approval, ensuring that participant requirements are met. Secure PM sign off on attestation documentation (CME Monitoring Form).
- Coordinate event/project registration to ensure timely communication and effective registration processes. Ensure that all event contact lists are accurate and up-to-date.
- With oversight from PM or PS, organize all event logistics to ensure timely set up, communication, and alignment with vendor contract requirements. This includes meals, meeting room set up, speaker confirmation, materials preparation and distribution, etc.
- Provide support to the speaker management process including the collection of documents (e.g. PowerPoint's, handouts, etc.), related to continuing education documentation.
- Support the creation and administration of the event evaluation/survey tools. Produce reports in accordance with QC formatting and branding standards as well as unique project requirements.
- Ensure timely set up and technical functioning for remote meetings and events (e.g. webinars, virtual meetings).
- Coordinate event break down to ensure that all materials (projectors, flip charts, surveys) are collected and returned at the conclusion of an event.
- Create certificates of participation as required.
- Update QC Event Tracker with participation estimates and final event participation data for timely reporting to the BoD.
- Prepare reports as needed by the PM for project process updates and closeout.
- Provide general support as needed to QC staff to ensure that organization projects and projects are successful.
- Set up hard copy and electronic filing systems for projects in accordance with QC standards to ensure ease of access to project materials and information.
- Provide training and mentoring to others as needed based on expertise and experience to help others grow and ensure organizational success.
- Ability to learn and become proficient in Adobe, database apps, Ready Talk, Constant Contact, Survey Monkey, and webinar technology.

**Physical Demands:** Ability to write, operate a computer, printer, fax machine, photocopier, and use telephone communication devices. Must be able to transport him/herself to external meetings and events. Must be able to lift up to 20 lbs.

**Work Environment:** The primary location of this position is a typical office environment, located in Manchester. However, the responsibilities may require running errands, traveling to QC facilities, meetings, conferences, trainings, etc., that require an individual to be in various public places. Maine Quality Counts maintains a fragrance-free work place consistent with many healthcare settings.

*Maine Quality Counts is an equal opportunity employer and all qualified applicants shall receive consideration for employment without regard to race, color, religious creed, sex, national origin, ancestry, age, physical or mental disability, or sexual orientation.*