# Position Description: Executive Assistant

**Primary Responsibilities:**

- Executive Level Support:
    - Planning for, scheduling and managing meetings, appointments and events in-house and off-site.
    - Anticipating, scheduling and managing travel arrangements and itineraries.
    - Coordinating inbound and outbound communication and interfacing with stakeholders, clients and board members.
    - Taking meeting minutes and following up on action items.
    - Completion of expense reports.

- Office Management and General Support:
    - Manage and maintain all office functions and services, including but not limited to, telecommunications, copy services, mail, supply room, kitchen-pantry, office supplies, janitorial, utilities, vendors, catering and equipment inventory.
    - Order and maintain all inventory levels, including but not limited to, office supplies, kitchen supplies, snacks and beverages.
    - Planning for and coordinating all aspects of company and department events and meeting logistics (i.e. communication, scheduling, catering, location, set-up and material preparation).
    - Serve as a liaison for guests, vendors and internal staff at all levels.
    - Partnering with HR and department heads to document processes and policies.
    - Maintain filing systems and providing general support to guests and department heads as needed.

**Success Factors:**

- Detail oriented with strong organizational and planning skills in a fast-paced environment.
- Able to perform duties with a high level of confidentiality and discretion while exhibiting integrity and trustworthiness with sensitive information.
- Organized and conscientious yet managing shifting priorities and thriving in ambiguity.
- Ambitious, engaging and positive self-starter that is flexible, patient and open-minded with a great attitude.
- Independently seek to identify and resolve problems in a timely manner with minimal direction and maturity, being a creative and proactive problem-solver.
- Confident, decisive and experienced communicator with strong written and verbal skills that can use tact and diplomacy when interfacing with different personalities within and outside of the company.
- Self-awareness in communications with differing cultural dynamics.
- Interested in growing with the company.
- Tasteful style of choice in restaurants, food and music is a definite plus.

**Requirements:**

- 5+ years' experience as an Executive Assistant, preferably in a technology start-up environment.
- Strong technical skills with proficiency in MS Office (MS Excel, PowerPoint, Word), Google Suite and Adobe.
- In-depth and demonstratable knowledge of office administrator responsibilities, systems and procedures.
- Bachelor's degree preferred.


**Benefits:**
- Competitive salary
- Great work environment in convenient location (City Center 12th St BART Station in Oakland)
- Free snacks, tea, coffee
- Subsidized gym membership
- 401K contribution
- 21 paid days off a year + 9 holidays
- Medical/dental/vision coverage
- Commuter benefits

US work authorization is a prerequisite to employment for this position.

**Please submit cover letter and resume in confidence** to jobs@iha.org, and include "Customer Success Manager" in the subject line.

**About IHA**
The Integrated Healthcare Association (IHA) is a multi-stakeholder leadership group that convenes diverse stakeholders committed to advancing high-quality, affordable, patient-centered care across California and the nation. IHA works with key industry leadership on performance measurement and improvement, incentives and cross-industry collaborations that drive efficiency.

IHA was established as a statewide association in late 1994 and is governed by a 40-member board of directors from California's leading health plans, physician groups, health systems and hospitals. IHA has a rich history and depth of experience in multi-stakeholder collaboration, performance measurement, and reporting.  IHA is a small organization with a strong culture that leads projects with high industry visibility and impact.