



Administrative Coordinator

Reports to: Senior Director of Communications and Development

Classification: Part time, Non-Exempt

Location: This position can be 100% remote located in the in Continental US or based at our office in Chicago, IL.

Hours: This role is part-time and expected to work 20 hours per week, on average. Due to the fact the NCHL team is spread across multiple time-zones, this role would ideally be available to work within the hours 10 AM ET – 5 PM ET.

The Administrative Coordinator is a part-time position (20 hours per week) within the National Center for Healthcare Leadership (NCHL) that is responsible providing overall program support for NCHL's three premier programs and meetings, database oversight and support, and assistance with other program offerings. This individual will bring skills in the general oversight of program activities and database maintenance and monitoring. Given that is a fully remote position, interested candidates may be located anywhere in the United States. Applicants must be authorized to work in the United States.

Responsibilities:

- Provide high-level administrative support to NCHL team
- Serves as primary lead for all Customer Relation Management (CRM) functions and trains staff on various elements as needed
- Monitors and provides guidance to all general email inbox inquiries or forwards to appropriate staff lead for response
- Updates and maintain NCHL membership database and website
- Schedules assigned NCHL-related meetings and conference calls
- Takes accurate and thorough meeting notes at specified meetings and conference calls
- Provides in-person event support including registration, guest check-in, room set-up, etc. (a few times per year)
- Working with event leads, creates online registration for events and manages the registration process
- Assists program members with their needs (i.e., registration, listserv, event scheduling, etc.)
- Processes registrations for webinars and meetings; this includes handling registration information and sending follow-up reminders, confirmations to attendees, and post-event evaluations

Required skills:

- Strong organizational skills with the ability to prioritize multiple tasks with strong attention to detail
- Experience with CRMs and Databases (i.e., Member 365, Member Clicks, Salesforce, Access, Excel, etc.)

- Must be highly organized, self-motivated, and able to work independently
- Strong time management skills and ability to manage multiple responsibilities and meet deadlines
- Excellent customer service skills – on phone, by email, and in person
- Strong computer and office skills (Microsoft Word, Outlook, Excel, PowerPoint, etc.),
- Strong verbal and written communication skills with great follow-through

Other:

- Travel up to 5% for national and regional meetings, including driving an automobile and flying in an airplane.
- Minimum of 3 years' work experience required
- Bachelor's degree preferred

Established in 2001, the not-for-profit National Center for Healthcare Leadership (NCHL) champions three premier membership programs that advance healthcare leadership. These are the Leadership Excellence Networks (LENS), US Cooperative of International Patient Programs (USCIPP), and National Council on Administrative Fellowships (NCAF). Each of these programs supports a portfolio of interorganizational collaborations that address critical issues facing today's leaders as they pursue excellence and solutions. NCHL is an Equal Employment Opportunity Employer. This position will report to the director of communications and membership.

Remote Office Expectation:

In response to COVID19 all NCHL personnel began telecommuting in March of 2020. This position may return to work at the NCHL office in Chicago, if the hired person is Chicago based, otherwise the position can be remote indefinitely. This position does require the employee to have a cell phone with a data plan and home internet. All hires are required to maintain residence in the continental US.

Salary: \$24-\$26 per hour based on experience.

To Apply: Submit a brief cover letter and resume in MS Word or PDF format to mnousaine@nchl.org