

## Executive Secretary Expectations

### **Customer Service**

Maintain the highest quality customer service standards at all times, and in all your interactions. Please treat all 'customers' (internal and external) with respect and courtesy at all times.

### **Responsiveness**

Honor all commitments. If an action cannot be completed by the promised date, advise the customer in advance.

Respond to all voicemail and e-mail messages within 24 hours. If a response cannot be made due to missing information, respond by stating that you are waiting for information and provide a date by which you will respond.

Provide a daily voice mail message with the day's date indicating availability. If you will be out of the office, leave a message to this effect. When on vacation, or out of the office for several days, leave a message referring callers to (name).

### **Communication**

Keep me informed of any significant issues or developments. In my absence, inform the administrator on call.

Keep customers apprised of developments. Be sure to communicate with Administration personnel any information that may have an effect on them or their area of work.

### **Teamwork**

Work closely and cooperatively with administration staff and other departments on issues of joint interest.

### **Planning and Organization**

Document files in a complete manner so that anyone picking one up can see what has been done. Maintain files and work so that they can be accessed in your absence.

Prepare and post a monthly calendar of all deadlines for projects, and scheduled appointments.

Complete work products in a timely manner, with enough time for a complete review prior to their issuance. (i.e. Hospital Board packets should be compiled and ready for distribution by the Thursday prior to the meeting date, agenda's for standing meetings should be compiled and distributed at least 24 hours prior to the meeting, etc.)

Arrive on time to work, and return from lunch and breaks on time. Inform me if for any reason you will be more than five minutes late to work. Have no more than two tardies in excess of 15 minutes per year.

### **Quality of Work**

All reports, letters and memoranda that you send out reflect on SMMC, and should represent the highest level of quality work in terms of accuracy, appropriate tone, spelling and grammar.

Maintain the highest level of integrity in your actions. Model the behavior that you want others to exhibit.

### **Technical**

Understand and effectively implement office procedures, practices and automated systems. Maintain current knowledge on changes in laws, rules, regulations and procedures.

Demonstrate the ability to act independently and make judicious decisions.

Attend training classes to keep knowledge current and learn new skills, and encourage staff to attend training classes.