

## **Washington Dental Service Job Description**

### **About Washington Dental Service:**

**Washington Dental Service, the originator of group dental plans, began operations in Washington State in 1954. Today Washington Dental Service, a member of the Delta Dental Plans Association, is the leading dental benefits company in Washington State, delivering high-quality, and affordable dental care to more than two million people through employer-sponsored programs. To learn more about our organization please visit <http://www.deltadentalwa.com>.**

### **SUMMARY**

Provide senior administrative support of a highly complex and responsible nature in a team-oriented fast-paced environment.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

This position will support the Vice President/Dental Director and Director of Professional Services along with the Institute for Oral Health and interacts with many external partners.

#### **Supports the VP/Dental Director and Other Professional Services Staff in a Team Oriented Environment**

- Interacts with high level internal/external contacts requiring considerable discretion and initiative.
- Maintains the VP/Dental Director's daily schedule and arranges meetings and conference calls, understanding and balancing scheduling priorities.
- Assists the VP/Dental Director's in preparing and coordinating agendas and materials for presentation, meetings and other events.
- Assures that the executive is aware of and is prepared for all meetings, including providing any materials or information needed for those meetings in a timely manner.
- Assists in drafting, editing and preparing internal/ external correspondence and other documents.
- Monitors and submits department invoices, timesheets, and expense reports.
- Coordinates travel arrangements and itineraries.
- Maintains a system for assuring that there is timely follow-up on all issues.
- Accurately maintains required files, policies, minutes and other documents.
- Coordinates distribution of information, correspondence and materials.
- Orders office and other supplies as needed.
- Sorts, scans, and distributes daily mail.
- Provides administrative assistance to Professional Services staff as appropriate.
- Participates in the Administrative Resource Team and other committees as requested.

#### **Supports the Dental Policy Committee, Member Advisory Panel, and Provider Compensation Committee**

- Schedules Committee meetings and plans and implements logistics, including catering arrangements for all meetings, and special events.
- Organizes, assembles and distributes meeting materials.
- Makes travel arrangements and ensures that expense reports and remuneration payments are made on a timely basis.
- Communicates with committee members and responds to requests.
- Attends meetings and takes and prepares minutes as requested.

#### **In carrying out these duties, this executive assistant will:**

- Work independently with little supervision, using excellent judgment and diplomacy.
- Effectively manage multiple tasks and projects using prioritization skills to meet deadlines while maintain a high level of accuracy.
- Represent WDS in a professional manner and provide excellent customer service to both internal and external contacts.

- Work with highly sensitive information in a confidential manner.
- Be proactive in anticipating the VP/Dental Director's needs and priorities, and act independently to make the required arrangements.
- Communicate with a wide-variety of internal and external contacts.

**Additional Essential Duties and Responsibilities:**

- Provides administrative support to corporate committees as needed.
- Coordinates departmental budget activities and maintains all budget documentation
- Planning of events including PNDC, Inland Conventions and workshops
- Preparing materials for professional relations conventions, workshops, and other educational seminars
- Scheduling Dental Consultants Chart Audits and provide required follow-up with providers
- Provides monthly department metrics to Marketing for the communication screens
- Perform routine clerical duties as required or requested, to include typing, copying, filing, and distributing/scanning department mail and faxes.
- Other duties as assigned

**SUPERVISORY RESPONSIBILITIES**

There are no supervisory responsibilities.

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactory. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Excellent verbal and written communication skills.
- Proven ability to work independently and in a team-oriented environment
- Excellent interpersonal skills.
- Ability to research vendor prices and negotiate more favorable rates.
- Mature and practical with well-developed, problem solving skills.
- Computer proficiency with extensive experience with word, excel, power point and other applications. Basic graphic design skills are desirable.
- A proactive "can do" attitude with an ability to take initiative.
- Flexible with an ability to respond to and remain calm in a quickly changing and fast paced work environment.
- Ability to cope with the stress of continuous time pressures, including discerning priorities and scheduling appropriately while being highly diplomatic.

**EDUCATION and/or EXPERIENCE**

Bachelor's degree (B.A.) from a four –year college or university or two to five years related experience and/or training; or equivalent combination of education and experience.

**LANGUAGE SKILLS**

Ability to read and comprehend instructions, correspondence, and memos. Ability to prepare and edit simple correspondence. Ability to effectively present information to others, including other employees, Trustees, external partners consultants and vendors.

**MATHEMATICAL SKILLS**

Ability to perform simple mathematical operations and understand budgets.

**REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand, walk, and sit. The employee is occasionally required to use hands to finger, handle, or feel and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.