

Position Description	
Job Title: Office Manager	Salary Band: Exempt
Reports To: TBD	Hours per Week: Full Time (40 hours)
Supervises: N/A	
<p>Position Overview: Responsible for providing administrative support to the President/CEO and other staff members and the smooth operations of the MHQP office</p> <p>Job Applications will be accepted at the following link: http://bit.ly/mhqpOfficeManager2019</p>	
<p>Essential Job Responsibilities:</p> <ul style="list-style-type: none"> ◆ Support CEO's communication with the Board of Directors and other high profile stakeholders in an accurate, timely and extremely professional manner ◆ Schedule, organize, interact with external Board of Directors and member workgroups with complex schedules, maintain member lists and prepare materials for internal meetings and other large external stakeholder meetings ◆ Maintain master staff schedule, so as to be able to plan meetings, inform customers, stakeholders and others who contact the Executive Assistant, to determine parking arrangements, and to perform other tasks that require knowledge of staff's schedules ◆ Responsible for office operations and facilities, including acting as primary liaison with landlord and other equipment, supplies and service vendors, ordering supplies, overseeing replacement of all office equipment as necessary, and addressing phone and facilities issues. Be the focal point for staff on all facilities and office operational issues ◆ Coordinate large functions for MHQP stakeholders, including obtaining suitable venues, and other event coordination responsibilities ◆ Generate final PowerPoint presentations for high-level meetings based on final drafts from staff using standard templates ◆ Answers incoming phone calls, greets visitors, and sends/receives/distributes general office e-mails ◆ Other tasks as necessary to support MHQP 	
<p>Required Skills, Knowledge, Must Haves and Experience:</p> <ul style="list-style-type: none"> ◆ Experience working for senior leadership and communicating with Boards of Directors and their Executive Assistants, particularly in coordinating multiple complex schedules for time-sensitive meetings ◆ Exceptional interpersonal skills, the ability to exercise discretion and confidentiality, a strong commitment to quality and exceptional attention to detail 	

- ◆ Must be a self-starter, anticipate needs, communicate proactively and work with limited supervision
- ◆ Ability to work on a variety of projects at the same time, which requires outstanding organizational skills, flexibility, follow through, problem solving and the ability to prioritize
- ◆ Strong attention to detail in all aspects of this role
- ◆ Strong and effective communicator
- ◆ Requires highly developed organizational management skills and multi-tasking capability
- ◆ Patient, pleasant, and professional customer service style with excellent communication skills, both written and verbal
- ◆ Strong analytical ability
- ◆ Propensity to see all tasks through to completion and to provide feedback on status of tasks on a timely basis

Education:

- ◆ Associates Degree or equivalent office management or executive assistance experience

Technical Expertise:

- ◆ Excellent computer skills, including an advanced knowledge of Microsoft Outlook, Word, PowerPoint and Excel

Other requirements, skills, capabilities:

- ◆ Must demonstrate a proven track record of punctual and reliable attendance in previous positions
- ◆ Must be able to resolve issues by seeking the appropriate resources when needed

About the Massachusetts Health Quality Partners

Since 1995, MHQP has been leveraging its unique position as an independent coalition of key stakeholder groups (providers, payers and patients) in Massachusetts healthcare to help provider organizations, health plans and policy makers improve the quality of patient care experiences throughout the state. We do this by:

- measuring and publicly reporting non-biased, trusted and comparable patient experience data;
- sharing tools, guidelines and best practices to help support improvement efforts; and
- catalyzing collaboration to find breakthrough solutions to shared challenges.

MHQP's work is driven by and organized around the principle that the challenges facing healthcare can only be solved through collaboration and innovation across key stakeholder groups – including patients, whom we believe are the most underutilized resources in the healthcare system. MHQP is the neutral body that brings these organizations and individuals together to find shared interests and solve problems that none can solve alone.