



## Methodist Healthcare Ministries

### Job Description

**Position Title:** Sr. Executive Associate, Operations Administration

**FLSA:** Exempt

**Reports To:** Chief Operating Officer

**To Apply:** Please visit our careers page at [www.mhm.org](http://www.mhm.org)

#### **Organization's Mission:**

Methodist Healthcare Ministries of South Texas, Inc. (MHM) is a private, faith-based, not-for-profit organization dedicated to creating access to health care for uninsured and low-income families through direct services, community partnerships and strategic grant-making in 74 counties across South Texas.

The mission of the organization is **"Serving Humanity to Honor God."**

Its vision is: **"To be the leader for improving wellness of the least served"**

The mission includes Methodist Healthcare Ministries' one-half ownership of the Methodist Healthcare System – the largest healthcare system in South Texas. This creates a unique avenue to ensure the Methodist Healthcare System continues to be a benefit to the community by providing quality care to all and charitable care when needed, and it provides revenue to Methodist Healthcare Ministries for its programs.

#### **Position Summary**

The Sr. Executive Associate, Operations Administration provides high-level administrative support to the Chief Operating Officer (COO) and operational Vice Presidents (VPs), as well as the WPCC Board Committee and WPCC providers (physicians, dentists, Medical Director, and Dental Director). This role requires strong organizational skills, critical thinking, confidentiality, and budget management expertise. The Executive Assistant also assists in managing projects and programs on behalf of the COO.

#### **Key Responsibilities**

##### **Executive Support**

- Serve as the primary administrative support for the COO and two operational VPs.
- Provide administrative support to the WPCC Board Committee, organization's physicians and dentist.
- Manage calendars, schedule meetings, and act as a liaison between executives and internal/external stakeholders.



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- Draft, edit, and distribute correspondence and reports on behalf of the executive team.
- Handle confidential and sensitive information with professionalism and discretion.
- Monitor assigned department budgets, prepare purchase requisitions, and process check requests.
- Manage and reconcile executive credit card expenditures, ensuring compliance with organization's policies.

#### **Travel Coordination**

- Arrange and coordinate all travel for the COO, operational VPs, board members, and providers.
- Prepare detailed itineraries, confirm lodging and transportation, and handle any necessary adjustments.
- Process travel expense reports and reconcile related expenses.

#### **Meeting Coordination & Documentation**

- Organize and manage the meeting process for the COO and WPCC Board Committee.
- Prepare agendas, distribute materials, and ensure timely follow-up on action items.
- Accurately record and transcribe meeting minutes, ensuring clarity and alignment with MHM's professional standards.
- Maintain records of board meetings, provider meetings, and other key discussions.
- Possess strong written and oral communication skills as well as strong interpersonal skills.
- Ability to read and interpret documents and instructions.
- Ability to write reports, develop correspondence, and draft memos from copy or dictation.
- Effectively present information and respond to questions from the executive team, managers, and team members.
- Fluent in English required.

#### **Project & Program Coordination**

- Assist in managing strategic projects and programs on behalf of the COO or any supporting leader.
- Research and compile data, track progress, and make recommendations to improve project efficiency.
- Organize and support special initiatives, coordinating with cross-functional teams as needed.

#### **WPCC Board & Provider Support**

- Provide administrative support to WPCC Board members, medical and dental providers.
- Schedule and manage WPCC-related meetings, including preparing agendas, materials, and minutes.
- Maintain provider calendars, track professional development funds, and process license renewals.
- Work closely with the Board Liaison team to support governance activities.



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### **Competencies & Skills**

- Strong critical thinking, problem-solving, and decision-making abilities.
- Ability to manage multiple priorities in a fast-paced environment.
- High level of discretion and confidentiality in handling sensitive matters.
- Budget management experience, including tracking expenses and preparing reports.
- Strong communication and interpersonal skills to engage with diverse stakeholders.
- Excellent attention to detail with the ability to accurately take and manage meeting minutes.
- Strong organizational skills in coordinating complex travel arrangements.
- High proficiency with technology or the ability to quickly learn new systems.
- Demonstrated proficiency in Microsoft Office applications, including:
  - Word, Excel, Outlook, and PowerPoint.
  - SharePoint, OneNote, and Cloud Technology.
  - Visio and other software as needed.
  - Organization's database and content management system (training provided).

### **Preferred Qualifications:**

- Proven experience as an Executive Assistant or related position, preferably supporting senior leadership.
- Ability to coordinate multiple assignments and manage competing priorities.
- Experience in project management and program support is a plus.
- Flexibility and adaptability to shifting responsibilities and deadlines.

### **Education/Experience:**

Associate's degree in healthcare, business or relate field required with four (4) of experience in a senior administrative role working with senior level management required.

OR in lieu of associate's degree, a high school or general education diploma (GED) will be accepted with seven (7) years of senior administrative role working with senior level management required.

### **Certificates and Licenses:**

CPS or CAP Certification preferred.

### **Work Environment and Physical Demands:**

This role is primarily in an office setting and may require occasional travel to local MHM sites, including clinical locations and events. Tasks involve sitting, standing,



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walking, bending, reaching, kneeling, and using step stools. Must be able to lift up to 25 pounds. Evening or weekend work may be required at times. Reasonable accommodations are available for individuals with disabilities.

**Salary:**

Annual Salary rate begins at \$70,044.00. Mid range at \$87,555.00. Actual starting rate will be commensurate with experience and education.