

KNOWLEDGE AND SKILLS PREFERRED:

- Microsoft Access, Publisher, and Lync

EDUCATION AND EXPERIENCE REQUIRED:

- Completed an applicable Bachelor's degree

EDUCATION AND EXPERIENCE PREFERRED:

- Minimum major and cumulative grade point average (GPA) of 3.4, highly desirable
- Bachelor's degree in one of the following: Accounting, Advertising, Architecture, Business and Information Systems, Business Management, Communications, Computer Science, Economics, English, Engineering, Facilities Management, Finance, Healthcare Administration, History, Human Resources Management, Industrial and Organizational Psychology, Journalism, Marketing, Mathematics, Philosophy, Political Science, Pre-Law, Public Relations, Statistics
- • Prior AHS summer internship experience
- • Prior work experience in a professional environment
- • Prior experience in an organized activity requiring team participation and time management

LICENSURE, CERTIFICATION OR REGISTRATION REQUIRED:

- N/A

LICENSURE, CERTIFICATION OR REGISTRATION PREFERRED:

- N/A

SUPERVISORY RESPONSIBILITIES

LIVING OUR SERVICE STANDARDS

How we treat those we serve and each other is what sets us apart from other healthcare organizations. We want everyone who walks through our doors to feel loved, cared for, and at ease. Whether you are clinical or non-clinical, your actions and behaviors can create an environment that either builds trust or causes anxiety and fear. We have made it easy for you to ensure that you are always building trust and providing excellent care by exhibiting our Service Standards.

All team members will be held accountable for consistently living out our 16 Service Standards and the additional behaviors listed below to ensure that every person, every time has an exceptional experience.

KEEP ME SAFE

I make safety my number one priority.

I protect privacy and confidentiality.

I keep my environment clean.

I follow the dress code and wear my badge correctly.

LOVE ME

I treat others with uncommon compassion.

I nurture whole-person care through CREATION Health.

I treat others with fairness and respect.

I listen and communicate using iCARE. (Introduce, Connect, Anticipate, Reinforce, Extend)

MAKE IT EASY

I help guests to their destination.

I speak highly of others to provide connected care.

I collaborate to create solutions, not excuses.

I innovate and continually seek ways to improve our work.

OWN IT

I am positive and aim to exceed all expectations.

I follow through on commitments.

I use discretion with personal devices.

I recover service and restore trust using ACT. (Acknowledge/Apologize, Correct, Thank)

Team members must conform to all AdventHealth organizational and departmental policies and procedures including but not limited to:

- Mission
- Vision
- Values
- Code of Conduct as outlined in the “Guidelines for Employees” handbook

Establishes and maintains a history of regular attendance; makes appropriate use of PDO and observes department call-in procedures for absence; establishes and maintains punctual work habits. Exhibits timely arrival and departure and dependable time habits including meal and other breaks.

Attends and participates in mandatory facility-wide and department training/meetings as required (including but not limited to: ALN, safety training, etc.). Is able to demonstrate and apply knowledge of fire, safety, security, and disaster procedure regulations as presented in orientation, outlined in the safety manual, and as pertains to each work area.

Required to respond to emergency situations (i.e. disasters, hurricanes, etc.) by reporting to department and staying until the crisis is over or your position is covered by incoming personnel. This is a mandatory requirement. Refusal to respond may result in termination.

Contributes to the successful achievement of department-stated goals and objectives and will facilitate staff cohesiveness and communication.

REQUIRED COMPETENCIES

- **MODELING ORGANIZATIONAL VALUES** – Shows an approach towards people and work that is consistent with the overall values of the business. Professional in appearance and demeanor. Strives to become a role model by consistently embodying our brand.
- **CUSTOMER FOCUS** – Demonstrates appropriate attention to stakeholder needs when making decisions and taking action. Is responsive and courteous with stakeholders. Listens and empathizes with stakeholders’ concerns. Researches concerns to find solutions. Strives to deliver stakeholder service that consistently exceeds expectation.
- **SELF-DEVELOPMENT** – Takes ownership of own development; seeks training, development opportunity or feedback. Strives for continuous self-improvement.
- **EFFORT/INITIATIVE** – Seeks out new assignments or additional responsibilities. Takes initiative to help others. Strives to learn more about the internship and business.
- **EFFECTIVE COMMUNICATION** – Effectively gives and receives information, ideas and opinions verbally and in writing. Uses common courtesies in keeping supervisor and coworkers updated on progress. Strives to find common ground.

- **PROBLEM SOLVING** – Resolves problems effectively by considering appropriate options before making a decision. Open to new ideas, looks for and considers alternative solutions. Strives to proactively address concerns.
- **TEAMWORK/COOPERATION** – Willingness and ability to work and cooperate with others. Shares knowledge, solicits the advice and opinions of others and is open-minded. Seeks to collaborate with the team on solutions.
- **LEADERSHIP DISPOSITION** – Confidence in taking the lead and navigating ambiguity, mental toughness in difficult times. Builds trust by behaving with integrity, attentiveness and optimism of others and adeptness in building relationships.
- **WORK QUALITY** – Plans and completes work thoroughly, accurately within requirements and deadline expectations. Strives for continuous improvement of work product or output.
- **PRODUCTIVITY** – Produces a reasonable amount of work in the time allotted. Strives for efficiency.
- **JOB KNOWLEDGE** – Understands duties and responsibilities. Seeks prompt clarification from appropriate resources if needed. Strives to obtain additional job-related knowledge.

This position description reflects the general duties and responsibilities necessary to describe the principal functions of the job, as identified, and shall not be considered an exhaustive list of job responsibilities which may be inherent in the job. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. The responsibilities listed may be subject to change at any time and individuals may be asked to perform duties outside of their regular responsibilities to support the ongoing operations of AdventHealth and its facilities.

I have read and understand this job description.

Employee Signature

Date

