

## CIVIL SERVICE POSITION DESCRIPTION FORMAT

INCUMBENT \_\_\_\_\_ CSN N9954 \_\_\_\_\_

PRESENT CLASSIFICATION Medical Office Associate \_\_\_\_\_ DATE \_\_\_\_\_

DEPARTMENT/DIVISION Family & Community Medicine/Quincy

### Position Function

The occupant of this position provides full-time reception coverage, and switchboard coverage as necessary, and performs duties which enable day to day operations.

### Organizational Relationship

This position reports to the Medical Office Coordinator, who reports to the Health Care Administrator I, who reports to the Family Medicine Administrator, who reports to the Professor/Site Director for SIU Center for Family Medicine - Quincy, who reports to the Chair of Family and Community Medicine, who reports to the Dean and Provost of SIU School of Medicine.

### Duties and Responsibilities

The following information is intended to be representative of the work performed by the incumbent in this position and is not all-inclusive. The omission of a specific duty or responsibility will not preclude it from the position if the work is similar, related, or a logical extension of position responsibilities.

Demonstrates, by actions, commitment to the mission and the behavior standards of SIU School of Medicine. Provides excellent service to both internal and external customers through collaboration and partnership, compassion and respect, integrity and accountability, diversity and inclusion, as well as continuous learning and improvement.

- A. Perform reception duties, including greeting and checking in patients. Assemble forms for patients. Accurately enter and update demographic and insurance information, schedule appointments. Collection of insurance co-pays/balances on accounts. Back up for switchboard. Works in EHR {Allscripts}, takes messages for nursing, working on the task and work list. 90%
- B. Closes and make sure all batches are complete and in open status on late night. 5%
- C. Other duties as assigned. 5%

### Skills and Abilities Needed for the Position.

- A. High school graduate or equivalent
- B. Customer service experience, good oral and written communication skills
- C. Sensitivity to the needs of underrepresented minority populations
- D. Experience with switchboard preferred
- E. Computer experience preferred
- F. Ability to follow written and oral instructions

### **Responsibility**

- A. **Supervisory Controls** - This position has no supervisory responsibilities.
- B. **Guidelines** - This person will follow SIU School of Medicine guidelines. These are general guidelines and do not specifically outline how a person filling in the position should perform. This position will be a direct reflection of the Family Medicine Program; therefore, neatness, cleanliness, organization, excellent communication skills, both oral/written, ability to get along with others, and personal conduct will be a consideration. We share accountability for safe practices. Employees are required to bring attention to safety issues, change current practices to enhance safety, share errors, and ask for help when needed.

### **Difficulty**

- A. **Complexity** - The individual must be extremely alert to detail and accuracy, possess good communication skills, be able to make quick decisions, and interpret and follow established policies and procedures. Also, this individual must have initiative and motivation to follow through with details and be able to organize time and work in order of importance. The individual will be required to work for long periods handling paper flow and also using a computer terminal under pressure to meet deadlines.
- B. **Scope and Effect** - The assignment of this position affects all the aspects of the SIU Clinic operations.

### **Personal Contacts**

This individual will have extensive contacts with other reception, billing, medical records, and nursing staff, faculty and residents, administrative and secretarial staff of Quincy Family Medicine. Constant contact with patients in person and on the phone. Some contact with hospital and other physician's offices.

### **Environmental, Health and Safety Responsibilities**

Participates in meetings, trainings, and other environmental, health and safety activities as required by SIU School of Medicine.

### **Working Conditions**

1. Prolonged sitting, throughout the day.
2. Vision must be correctible to normal limits with the ability to identify colors.

This position demands a high level of confidentiality due to accessibility of patient medical information and medical records. Violation of this confidence in any manner will result in immediate dismissal.

INCUMBENT: \_\_\_\_\_ DATE \_\_\_\_\_

REVIEWED BY: \_\_\_\_\_ DATE \_\_\_\_\_

Chris Drummond  
Medical Office Coordinator

\_\_\_\_\_ DATE \_\_\_\_\_

Amy Cannell  
Health Care Administrator I

APPROVED BY: \_\_\_\_\_ DATE \_\_\_\_\_

Amanda Hutton  
Family Medicine Administrator

# PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

## SIU SCHOOL OF MEDICINE

Incumbent: \_\_\_\_\_ Classification: Medical Office Associate  
 Position No. (If applicable): N9954 Department: Family and Community Medicine/Quincy-SMS

**WORK ENVIRONMENT: (Check all applicable environments)**

<input checked="" type="checkbox"/> Office	<input type="checkbox"/> Hospital
<input type="checkbox"/> Clinic	<input type="checkbox"/> Warehouse
<input type="checkbox"/> Research Laboratory	<input type="checkbox"/> Outdoors
<input type="checkbox"/> Other (Be Specific): _____	

PHYSICAL DEMANDS:	Seldom <small>(Performed rarely less than 2% of the time)</small>	Occasionally <small>(Performed less than 25% of the time)</small>	Frequently <small>(Performed 26% to 50% of the time)</small>	Constantly <small>(Performed 51% or most of the time)</small>	N/A
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*(Click on the Physical Demands Definitions button at the bottom of the form for a list of physical demands definitions)*

Reading	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Speaking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Close visual acuity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Travel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Hearing - Conversation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Hearing - Other Sounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Stooping	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Squatting	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gross hand manipulation	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fine hand manipulation	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working in dust, fumes, gases, or irritants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working at heights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working in extreme cold, heat and/or humidity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working in close quarters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Climbing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Operating motor vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Sitting	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Standing	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working above shoulder level	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Twisting	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kneeling	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pushing or pulling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Carrying	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lifting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Please list): _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I affirm the environmental and physical demands listed on this form are an accurate reflection of the requirements of this position to the best of my knowledge and belief.

I have read, understand and am capable of meeting the physical and environmental demands of this position.

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_ Supervisor Name: Chris Drummond Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_