

**SIU SCHOOL OF MEDICINE
POSITION DESCRIPTION**

INCUMBENT _____ **CSN** _____ **FLSA STATUS** _____

PRESENT CLASSIFICATION Medical Office Assistant **DATE** _____

DEPARTMENT/DIVISION Center for Clinical Research

FUNCTION:

Perform routine clerical duties and provide both patient related support functions and non-medical support services for clinical research and/or research development activities in the Center for Clinical Research (CCR). This position requires strong interpersonal skills and a basic understanding of the policies and the guidelines that govern clinical research activities.

ORGANIZATIONAL RELATIONSHIP:

This position reports to the Senior Clinical Research Coordinator who reports to the Director of the Center for Clinical Research. This position does not have any supervisory responsibilities.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

The following information is intended to be representative of the work performed by 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 behavioral 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.

TIME COMMITMENT

Clerical

95%

- A. Answers, screens and routes telephone inquiries; schedules research patient clinic and ancillary services appointments in accordance with clinic and protocol guidelines; transmits correspondence and medical records by mail, e-mail, or fax.
- B. Assembles and prepares research patient information forms and assists with the completion of these forms (such as release of information and signature authorization forms).
- C. Assists in the creation and/or maintenance of files and records for research studies; prepares reports; establishes new files and maintains existing files; maintains study subject and regulatory binders files.
- D. Performs data entry entering study subject information into the computerized patient care systems (e.g., electronic medical records, electronic data capture system, etc.), and assuring accuracy of data entered.

- E. Operates office equipment such as copiers, voice mail messaging systems, and uses word processing, spreadsheet, and other software applications to prepare reports, letters, and medical records.

Research/Clinical Clerical Support

5%

- A. Communicates routine information to the patient; escorts patients to their assigned rooms.
- B. Provides general support to CCR research staff, coordinators, and/or investigators.
- C. May perform routine clerical laboratory support duties (i.e., lab processing and shipping)
- D. Under the direction of the supervisor, assist in reviewing medical records to determine patient eligibility for research studies.

Responsibility

It is anticipated that the employee will require direct supervision. The employee may receive written or oral directives from Faculty and/or administrators within the CCR and participating Departments. The Director of the CCR and and/or their designate will review performance on a regular basis.

Knowledge, Skills and Abilities:

1. Knowledge of administration and clerical procedures and systems such as word processing, managing files, and records, etc.
2. Knowledge of customer and personal service
3. Written and oral communication skills
4. Basic computer skills
5. Ability to effectively communicate with staff members throughout the hospital, patients and families, and volunteers and students
6. Ability to work under pressure and amid interruptions
7. Ability to read, comprehend and follow complex instructions
8. Ability to work with persons from a variety of cultural, economic and educational backgrounds
9. Data entry ability
10. Ability to perform simple calculations (e.g., adding, subtracting, and totaling)
11. Sensitive to the needs of underrepresented minority populations.

Working Conditions/Physical Demands:

See attached Physical and Environmental Requirements form.

Environmental, Health and Safety Responsibilities:

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

Incumbent
Medical Office Assistant
Center for Clinical Research

Date

Lori Miedwig
Supervisor
Clinical Research Program Director

Date

Joseph Milbrandt, Ph.D.
Director, Center for Clinical Research

Date

PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

SIU SCHOOL OF MEDICINE

Incumbent: _____ Classification: Medical Office Assistant

Position No. (If applicable): _____ Department: Center for Clinical Research-SMS

WORK ENVIRONMENT: (Check all applicable environments)

<input checked="" type="checkbox"/> Office	<input checked="" type="checkbox"/> Hospital
<input checked="" 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	Occasionally	Frequently	Constantly	N/A
(Indicate frequency of activity during performance of position duties)	(Performed rarely less than 2% of the time)	(Performed less than 25% of the time)	(Performed 26% to 50% of the time)	(Performed 51% or most of the time)	

(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 checked="" type="radio"/>	<input 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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Travel	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input 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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Squatting	<input checked="" type="radio"/>	<input 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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Operating motor vehicles	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sitting	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Standing	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working above shoulder level	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input 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		10 - 20 lbs.			<input type="radio"/>
Carrying		10 - 20 lbs.			<input type="radio"/>
Lifting		10 - 20 lbs.			<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 **Lori Miedwig**

Employee Signature _____ Date _____