

## Position Description

Incumbent: \_\_\_\_\_ CSN: SMS.CS.N9798.007

Classification: Medical Office Coordinator Date: November 2022

Department: Otolaryngology

### FUNCTION

The occupant of this position manages, supervises and coordinates the Department of Otolaryngology clinic reception areas.

### ORGANIZATIONAL RELATIONSHIPS

This person reports to the Nurse Administrator, who in turn reports to the Assistant to the Chair, Department of Otolaryngology.

### 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 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.

75% Administrative

- A. Ensures the efficient and timely performance of staff; assigning, directing and evaluating their work.
- B. Monitors quality of work and services with regards for accuracy and performance improvement.
- C. Orients and trains staff.
- D. Establishes daily priorities in the clinics according to workload and patient volume. Develops, implements, and supervises clinic systems and procedures that ensure smooth, efficient, high quality functioning/operations.

- E. Counsels and provides personal assistance to patients regarding account status, financial policies and procedures.
- F. Provides support to providers, nurses, and patients to ensure quality and efficient patient processing and care. Keeps physicians abreast of special problem or needs of the patients.
- G. Provides justification and estimates for use of budgeted funds.
- H. Ensures implementation of departmental rules, policies and procedures; recommends revisions.
- I. Performs duties related to human resources in accordance to policy for clinic employees with assigned direct supervision. Approves schedules, performance evaluations, interviews, hires, terminations and implements corrective action as needed.
- J. Interprets and explains billing, hospital, and/or departmental policies and procedures to patients, staff and providers.
- K. Compiles and organizes data related to clinic activities into reports, as well as analyzes clinic activity reports.
- L. Serves as liaison within the Department of Otolaryngology, as well as other Departments within the School as it relates to the reception area.
- M. Serves on Department committees and School-wide committees as a resource for implementing new procedures.

25% Clinic Operations

- A. Directs and participates in staff meeting and/or conferences as requested.
- B. Ensures clinic areas are organized, clean, and neat and professional.
- C. Ensures excellent public relations by all employees in the clinics. Ensures patient's needs are met and treated with respect. Complies with Patient's Bill of Right Laws.
- D. Ensures clinic office equipment is functioning properly and has repairs completed as needed.
- E. Responsible for space utilization in the waiting rooms.
- F. Handles and/or directs business correspondence for clinics.
- G. Consults clinic Manager and/or Administrator if concerns and recommends corrective actions or solutions.
- H. Performs other duties as assigned.

SKILLS AND ABILITIES NEEDED FOR THE POSITION

- A. Ability to lead, direct, and supervise support staff.
- B. Knowledge of various clinic departmental services.

- C. Excellent interpersonal skills.
- D. Ability to problem solve.
- E. Ability to handle multiple projects at one time and set priorities.
- F. Knowledge of clinic registration and billing procedures.
- G. Knowledge of third party reimbursement, disability claim forms, and insurance billing regulations.
- H. Ability to interpret policies, procedures, and guidelines.
- I. Sensitive to the needs of underrepresented minority populations.

#### RESPONSIBILITY

Administrative supervision of the clinic with authority to establish standards, guidelines, and systems for completion of work duties needed to maintain a smooth functioning clinic and to guarantee high patient satisfaction. Assigns work duties and priorities of the personnel assigned to him/her.

#### DIFFICULTY

Serves as a liaison between clinical faculty, nurses, administrators, staff and patients. Travels between campus buildings and clinics as needed. Must work independently and be able to deal with stressful situations in a mature and professional manner. Must be trustworthy due to dealing with confidential patient information, financial funds and medications. Must adhere to and implement proper guidelines and policies and procedures.

#### PERSONAL CONTACTS

This individual will relate to patients, staff, providers, all levels of private, public and professional people, both face-to-face and in written communication.

#### 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

See attached Physical and Environmental Requirements form.

#### COMMENTS

This position demands a high level of confidentiality due to easy accessibility of patient medical record information. Violation of this confidence in any manner will result in immediate dismissal. A signature and statement explaining the need for adherence to a code of professional ethics with regard to the respect of the confidential nature of the information being handled is a condition of employment.

\_\_\_\_\_  
Incumbent

Date\_\_\_\_\_

\_\_\_\_\_  
Nurse Administrator

Date\_\_\_\_\_

\_\_\_\_\_  
Assistant to the Chair

Date\_\_\_\_\_

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