

POSITION DESCRIPTION

INCUMBENT _____ CSN _____ FLSA STATUS Non-Exempt

PRESENT CLASSIFICATION Office Support Specialist DATE _____

DEPARTMENT/DIVISION Internal Medicine/Fiscal

Function

The primary function of this position is to carry out the administrative/fiscal functions of the Department of Internal Medicine with an extensive knowledge of the organization, programs, policies, and procedures of the institution.

Organizational Relationship

The position reports administratively to the Healthcare Administrator III for the Department Fiscal Office; who reports to the Assistant to the Chair, Department Administrator, who reports to the Chair of the Department of Internal Medicine. This individual must be able to determine priorities and to work both independently and cooperatively to complete assigned duties and to assure the continued efficient and productive functioning of the division and department.

Duties and Responsibilities

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

ADMINISTRATIVE

90%

1. Establishes and maintains fiscal office calendar primarily for the Department of Internal Medicine (monthly meetings, regulatory requirements, project deadlines). Informs the Finance Manager of impending engagements and prepares pertinent material.
2. Attends meetings/takes minutes, participates in discussions, tracks attendance and provides follow-up with fiscal staff on decisions made, items to be completed and deadlines to meet, as well as items tabled for future meetings.
3. Manages department faculty's monthly travel expense reimbursement forms for travel to outreach facilities.
4. Manages and submits monthly provider hours/time sheets for reimbursement for Medical Directorships.
5. Screens callers and visitors for fiscal/administrative offices. Determines caller/visitor's needs and personally handles routine inquiries, requests, or problems. Provides factual information regarding

Department regulations and procedures. Takes and relays detailed messages and answers questions when possible. Initiates calls to obtain specific information requested by others.

6. Maintains financial documentation of Departmental expenses including faculty allotments. Processes all paperwork for payment of departmental expenses. Purchases items needed with procurement card and maintains documentation. Orders office supplies and miscellaneous items for the Department, providing documentation for payment as required. Assists in maintaining an awareness of budget for which the principal(s) is responsible and participates in day-to-day fiscal decisions.
7. Supervises the maintenance of comprehensive confidential administrative and educational files and record systems in an orderly fashion. Responds to requests for information from other agencies regarding such.
8. Opens, sorts, and distributes mail. Handles routine mail to review and respond independently within the scope of responsibility allotted and provides drafts of responses and/or relevant documentation for the remainder.
9. Coordinates business travel/hotel arrangements, adhering to university and state guidelines. Prepares and submits documentation for reimbursement.
10. Serves as fiscal liaison between department and hospital administrators, outreach facilities, residents, students, SIU employees and outside agencies.

CLINICAL

10%

1. Provides assistance to patients in the form of answering non-clinical questions or transferring calls to the appropriate areas in the clinic.
2. Assists clinic staff as needed with general office/fiscal support.

Skills, Abilities and Knowledge Required for the Position

1. Ability to problem-solve, to work well under pressure, and handle multi-responsibilities at a time prioritizing as needed, working independently with minimal supervision.
2. Working knowledge of policies and procedures of the Department and the Division.
3. Skill in communicating effectively both orally and in writing.
4. Knowledge of principles, practices, methods and techniques of office and fiscal administration.
5. Ability to maintain absolute confidentiality regarding patient records, faculty correspondence, and faculty/staff employee files.
6. Ability to communicate and deal effectively with faculty, staff, residents, students, co-workers, hospital administrators, physicians, nurses, and all other individuals who relate to the Department.
7. Sensitive to the needs of underrepresented minority populations.

Responsibility

- A. Supervisory Controls – Supervisory controls occur both written and orally from the Healthcare Administrator III of the Department Fiscal Office. Employee is expected to perform duties independently or with very minimal supervision. Employee must be able to organize a variety of priorities and work independently in order to complete duties in an efficient and effective manner. Deadlines and general instructions must be established for certain projects, however, it will be the employee’s responsibility to organize and complete the projects by utilizing his or her own initiative, creativity and judgment, including delegating to other office support staff.
- B. Guidelines – University, School of Medicine, Department of Internal Medicine, administrative policies and procedures will be used as guidelines for the activities relating to this position.

Difficulty

- A. Complexity – This is a complex administrative/fiscal position requiring independent decision making. This position must be able to deal with stressful situations in a mature manner. The employee must perform responsibly in the area of confidentiality. He/she must have the ability to function in a busy office environment with many interruptions, meeting the needs of division faculty, many times on short notice. A high degree of good judgment, initiative, organization, problem-solving, and consistency needs to be maintained in order to successfully perform job function amid a variety of constant distractions. Ability to work well under pressure in an environment that is extremely dynamic and stressful.
- B. Scope and effect – This individual will interact with personnel in hospitals, private physician offices, all levels of staff, faculty, medical students, residents and fellows within the medical school. Be efficient and helpful to faculty, fellows, residents, students and staff as possible. This individual will also relate to and work with outside institutions.

Environmental, Health and Safety Responsibilities

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

Working Conditions/Physical Demands

See attached Physical and environmental Requirements form. Duties are carried out in a clean and comfortable office environment. Work assignments will require travel to events and offices across campus from time to time.

INCUMBENT: _____ **DATE:** _____

REVIEWED BY: _____ **DATE:** _____
Immediate Supervisor

_____ **DATE:** _____
Department Head/Chair

PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

SIU SCHOOL OF MEDICINE

Incumbent: Classification: **Office Support Specialist**

Position No. (If applicable): Department: **Internal Medicine-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): <input type="text"/>	

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)

	Seldom	Occasionally	Frequently	Constantly	N/A
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 checked="" type="radio"/>	<input 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 type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Squatting	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gross hand manipulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Fine hand manipulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" 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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sitting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" 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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Twisting	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kneeling	<input type="radio"/>	<input checked="" 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="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" 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	Employee Signature	Date
HR-0195S 01/10	<input type="button" value="Clear"/>	<input type="button" value="Print"/>	<input type="button" value="Physical Demands Definitions"/>	Page 1 of 1