

CIVIL SERVICE POSITION DESCRIPTION

INCUMBENT: _____ **CSN:** _____
CURRENT CLASSIFICATION: Office Support Specialist
DEPARTMENT/DIVISIONS: Pediatrics

FLSA Status: Non-Exempt
DATE: November 1, 2022

Function

This position is responsible for providing clerical support in the Department of Pediatrics, divisions of Neonatology.

ORGANIZATIONAL RELATIONSHIPS:

The employee in this position reports to the Administrative Assistant of Neonatology, who reports to the Chief of Neonatology, who reports to the Dean and Provost of SIU Medicine, who reports to the Chancellor of SIU Carbondale.

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.

- 1. Provide secretarial support to faculty regarding patient and non-patient related matters, including but not limited to: 80%**
 - a. Answer incoming calls for faculty and principal administrators and respond to inquiries in a professional and confidential manner. Use independent judgment in making decisions as to the importance of inquiries and messages from patients and multiple hospitals and handle accordingly;
 - b. Provide assistance to those seeking and/or relaying information concerning patient and non-patient related matters;
 - c. Schedule office activities and appointments including meetings, conferences, interviews, seminars and activities in teaching students and residents, as directed. (These meetings may be with internal or external groups to the School of Medicine);
 - d. Maintain calendars and schedules using a computerized calendar program. Apprise faculty and principal administrators of meetings, presentations, etc. and make schedule changes to facilitate their attendance. Assist in preparing and distributing relevant materials;
 - e. Keep faculty apprised of information necessary to execute their daily activities;

- f. Draft, with minimal supervision, and type correspondence, memoranda, protocol slides, abstracts, Power Point presentations, research projects, curriculum vitae, teaching materials, evaluation reports and other miscellaneous reports from written copy. Gather relevant documentation and forward for signature as appropriate;
 - g. Under direct supervision, create travel itineraries for early review and make conference registrations and airline and hotel reservations. Collect receipts from the traveler upon his/her return to prepare and submit the required voucher(s) for signature and processing. Coordinate and submit required forms and documentation for travel arrangements in compliance with the School's policies and procedures;
 - h. Create and maintain spreadsheets and run reports as necessary with minimal supervision;
 - i. Submit absence requests for sick leaves, vacations and travel in compliance with the School's policies and procedures;
 - j. Monitor and track submission of faculty timesheets for St. John's Hospital contracts;
 - k. Request orders from the University's educational media group, SIU Medical Library, and St. John's Medical Library, as requested;
 - l. Prepare, assemble, and coordinate the dissemination of resident rotation orientation notebooks and reading materials to residents on assigned rotations;
 - m. Collect, sort, and distribute mail, as appropriate. Prioritize incoming faxes and disseminate appropriately;
 - n. Coordinate the billing process for assigned faculty. Submit charge tickets to appropriate personnel in a timely fashion;
 - o. Maintain existing filing system for each assigned departmental faculty and principal administrators per established routine, and notify supervisor of any need for adaptation.
 - p. Maintain file for each assigned faculty and principal administrator including Curriculum Vitae, licensing, evaluations, job descriptions, CME, etc.; and
 - q. Control admission of visitors for faculty;
- 2. Coordinate meetings involving both internal and external personnel: 15%**
- a. Coordinate attendees' schedules and reserve room/audio visual equipment (if needed) for meetings as directed. Send out meeting confirmations;
 - b. Send out meeting reminder with agenda and previous meeting minutes (after supervisory approval) to attendees with the deadline for agenda changes/additions/deletions;
 - c. Copy minutes, agenda and any handouts for meeting;
 - d. Day of Meeting, attend to any last minute details including but not limited to the room set up, attendance sheets, teleconferencing (if needed), and recording of minutes;
 - e. Complete minutes in a timely fashion and send them to supervisor for comments and revision; and
 - f. Set individual meetings for faculty, nursing staff, and nursing administration staff, as required;

3. On-Call Schedules: **5%**

- a. Prepare and distribute under direct supervision assigned Divisions' monthly call schedules:
 - i. Distribute call schedule to appropriate groups by email and fax.
 - ii. Utilize Halo to input the monthly call schedule.
 - iii. Make changes as needed and notify appropriate personnel.

4. Contribute to an efficient and harmonious office environment by practicing positive interdepartmental communication and interaction. **5%**

- a. Maintain harmonious working relationships with co-workers and assist them, as directed;
- b. Attend staff meetings as scheduled; and
- c. Participate as a "team coverage" member with other designated staff.
- d. Other duties as assigned.

Skills and Abilities Needed for the Position

- Moderate knowledge of secretarial and general office practices and procedures, and willingness to learn and adapt to new requirements.
- Extensive knowledge of spelling, grammar, punctuation, sentence and paragraph structure and formatting.
- Skill in oral and written communication.
- Ability to work independently with average supervision and exercise judgment in order to be able to analyze and investigate a variety of questions or problems.
- Ability to operate standard office equipment such as document production and reprographic equipment.
- Appropriate computer skills with the ability to utilize various software packages, and willingness to learn and adapt to new requirements.
- Sensitive to the needs of underrepresented populations.

Responsibility

Supervisory Controls: The supervisor, in conjunction with the person who occupies this position, will determine priorities as well as establish deadlines. This person will have the freedom to develop his/her own guidelines in order to complete the required duties in the proper time schedule.

Guidelines: All functions of the position will be restricted by established rules, regulations, policies and procedures of the Department of Pediatrics and SIU School of Medicine. This position demands a high degree of confidentiality in the handling of patient information and records.

Difficulty

Complexity: This position requires the following skills and abilities:

1. Strong verbal and written communication skills.
2. Organizational skills including time management and work flow.

3. Willingness to accept responsibility and to be accountable for actions.
4. Ability to work in an organized self-directed fashion.
5. Computer and telephone skills.
6. Great attention to detail.
7. Creativity and flexibility.
8. The ability to establish and maintain cooperative working relationships with clerical and professional staff.
9. Ability to perform professionally.
10. Ability to interpret policies and procedures.
11. Common knowledge of generally accepted business office practices.
12. Ability to work under pressure and with interruptions.

Scope and Effect: The work output from this position affects faculty, patients, residents & medical students, and internal and external staff. Routine decisions are made by the incumbent; more complex decisions are handled by the supervisor.

Personal Relationships

Personal Contacts: The incumbent interacts with faculty, administrative/professional, residents, medical students, clerical, and administrative and clinical support staff within the department and the University. Outside of SIU, the incumbent interacts with offices of local and rural community-based physicians, hospital personnel, area agencies and staff.

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.

Incumbent _____ Date _____
Office Support Specialist

Reviewed by: _____ Date _____
Elisia Hopkins, Office Manager

_____ Date _____
Justine Morgan, Assistant to the Chair

PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

SIU SCHOOL OF MEDICINE

Incumbent: _____ Classification: **Office Support Specialist**
 Position No. (If applicable): _____ Department: **Pediatrics-SMS**

WORK ENVIRONMENT: (Check all applicable environments)

<input checked="" type="checkbox"/> Office	<input checked="" 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	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 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 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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input 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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working at heights	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working in extreme cold, heat and/or humidity	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working in close quarters	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input 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 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 checked="" 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 Employee Signature Date