

## POSITION DESCRIPTION

**Employee Name:** PSN: SMS.CS.N9702-000  
**Classification:** Office Manager  
**Department/Division:** Department of Surgery/Division of General Surgery  
**FLSA:** Non-exempt

### **FUNCTION**

The purpose of this position is to provide administrative support to the Chair of the Division of General Surgery, and to other faculty members as needed.

### **ORGANIZATIONAL RELATIONSHIP**

This individual reports to the Office Administrator and to the Chair of the Division of General Surgery, who reports to the Healthcare Administrator II and the Chair of the Department of Surgery respectively. Then the Chair of the Department of Surgery reports to the Dean of the School of Medicine.

### **DUTIES AND RESONSIBILITIES**

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 Southern Illinois University 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**

**85%**

- A. Maintain an overall awareness of Divisional activities. Initiate and coordinate support functions required to accomplish the Divisional goals. Schedule daily activities for the Chair, and other General Surgery faculty members as needed by assisting with scheduling meetings, conferences, interviews and seminars.
- B. Serve as initial contact between the Chair and other faculty members, residents, medical students, administrative staff, other medical and clerical staff throughout the School of Medicine, personnel at hospitals, vendors and sales representatives, patients, and community at large.
- C. Answer and handle incoming calls to the Division in a professional manner and provide back-up for other Divisions within the Department of Surgery as necessary. This phone contact includes patient calls, visiting health agencies, insurance representatives, etc., which are then either handled or transferred to the appropriate location. If a call is regarding a patient emergency, the appropriate faculty and/or resident is contacted.
- D. Screen and prioritize all daily incoming mail pertaining to the Division Chair, and other faculty as appropriate.

- E. Compose and/or transcribe complex correspondence. Type, review and edit manuscripts, medical reports, abstracts, and other material as necessary.
- F. Prepare invoice vouchers, travel vouchers and purchase requisitions.
- G. Maintain and update faculty CVs. Monitor and record faculty CME credits earned. Assist in the preparation of dossier for faculty applying for promotion and/or tenure.
- H. Create and design new filing systems and maintain existing files consisting of administrative files, patient files, reprint files and research files.
- I. Coordinate the General Surgery Call Schedule with faculty and staff within the Division. Distribute the call schedule to Memorial Medical Center, St John's Hospital, Answering Service, etc.
- J. Coordinate schedule of the Chair with student affairs for student elective and rotations.
- K. Schedule student rounds for the Chair and others with the clerkship coordinator.
- L. Initiate and coordinate the support functions required to accomplish Divisional goals.
- M. Coordinate faculty recruitment within the Division. Procure travel and hotel arrangements, prepare itineraries and distribute appropriate information. Arrange social functions, prepare and distribute evaluations.
- N. Coordinate the Visiting Professor program for the Division. Prepare itineraries, travel arrangements, program and site. Provide support to ensure the smooth operation of the visit.
- O. Provide administrative staff support to the faculty through efficient coordination of activities, projects and meetings.
- P. Position provides back-up telephone coverage and clerical assistance during the absence of support staff due to resignation, sick leave or vacation.
- Q. Other related duties as assigned.

**CLINICAL COORDINATION**

**15%**

- A. Provide administrative support for various requests pertaining to patients which are confidential and/or sensitive in nature in a timely manner.
- B. Answer and handle patient calls by routing calls appropriately to insurance/billing personnel, appointment/reception desk, nurse, resident, physician assistant, or physician.
- C. Notify appointment/reception area of clinic cancellations due to physician schedule changes.
- D. Coordinate with the Department of Surgery Clerkship Coordinator, faculty attending rounds, student rotations through their clinics and evening seminars.

E. Other related duties as assigned.

### **KNOWLEDGE REQUIRED**

This position requires an individual who is a high school graduate and has had previous medical/office experience. This individual must possess the ability to perform difficult typing and transcription and should be familiar with medical terminology. This individual must accurately correct grammar, punctuation and spelling errors. This individual must be able to prioritize multiple job assignments and maintain productivity in spite of frequent interruptions. This individual must exhibit courtesy, tact, and patience in dealing with faculty, administrators, staff and the public. Good communication skills are necessary. Administrative abilities, i.e., initiative, organization, flexibility, independent decision making, delegation and supervision of other employees, ability to resolve conflicts and diplomacy must be exercised in making necessary decisions. It is essential that this person be able to function with minimal direct supervision.

### **SKILLS AND ABILITIES**

Sensitive to the needs of underrepresented minority populations.

### **SUPERVISORY CONTROLS**

Priorities are determined and established by the Division Chair and/or Business Manager II under the direction of the Chair of the Department of Surgery.

The individual in this position will be able to establish divisional guidelines, especially as they pertain to office procedures under the direction of the Division Chair. Objectives are outlined by the Division Chair and Business Manager II, consistent with divisional and departmental goals, policies and procedures.

### **DIFFICULTY**

This is a complex and demanding clerical and administrative position which requires independent decision making skills. This person, often in the absence of the Chair, must be cognizant of organizational relationships in order to be oriented to practical problem solving to ensure the smooth operation of the Division of General Surgery and the Department of Surgery.

### **REQUIRED QUALIFICATION**

Sensitive to the needs of underrepresented minority populations

### **PERSONAL CONTACTS**

This individual will serve as the contact point for the Division for other faculty members, administrative staff, and staff throughout the medical school, personnel at hospitals and private physician's offices, patients, medical students and residents.

### **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.

\_\_\_\_\_  
Office Manager                      Date  
Division of General Surgery

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David Stewart, MD                      Date  
Professor and Chair  
Division of General Surgery

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Megan Matzat                      Date  
Office Administrator  
Department of Surgery

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Kimberly Stolba                      Date  
Healthcare Administrator II  
Department of Surgery