

POSITION DESCRIPTION

INCUMBENT _____ CSN _____ FLSA STATUS Non-Exempt

PRESENT CLASSIFICATION Office Manager DATE _____

DEPARTMENT/DIVISION Internal Medicine-Pulmonary & Critical Care Medicine

Function

The primary function of this position is to carry out the administrative functions of the Division with an extensive knowledge of the organization, programs, policies, and procedures of the institution. This position also performs advanced secretarial, administrative and managerial duties for the Division Chief, faculty and staff of the Division of Pulmonary and Critical Care Medicine in the Department of Internal Medicine. This position also provides clerical support for the research staff and also assists with the Fellowship Program in the Division of Pulmonary and Critical Care Medicine.

Organizational Relationship

The position reports administratively to the Health Care Administrator III assigned to the Division of Pulmonary Medicine, who reports to the Assistant to the Chair, Department Administrator, for the Department of Internal Medicine. However, specific duties and responsibilities are assigned by division chief and division faculty. 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 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.

Administrative

45%

1. Assist research staff in the preparation of documentation for research grant applications, protocols, consent forms, amendments to protocols, continuing reviews, etc. with guidance from research staff.
2. Generate monthly the hospital contract hours for faculty members and then collect and distribute to the department's fiscal office.
3. Compile and collect requested information from the managed care office for the faculty's re-credentialing paperwork for various hospitals and out of town clinics.
4. Serve as initial contact and/or liaison between chief or other faculty members to division staff, residents, medical students, college students, administrative staff, clinical staff, other medical & clerical staff throughout the school, personnel at hospitals, media relations, vendors and sales

reps, patients, funeral homes, and others.

5. Provide cross-training to the support staff in other divisions to ensure coverage during absences. In addition to coordinating coverage, the position provides back up telephone coverage and clerical assistance during the absence of support staff in other divisions due to vacation, sick leave or resignation.
6. Gather and prepare info for faculty dossiers for promotion and tenure.
7. Coordinate depositions with attorneys and other legal professionals regarding patient cases. Prepare and submit billing invoice for depositions, preparation time and/or narrative reports.
8. Provide administrative support for projects which deal with sensitive issues and the confidential handling, i.e., faculty tenure, dossiers, resident/faculty/fellow evaluations, and patient medical records.
9. Participate in the analysis, design, and implementation of office procedures and inform faculty and fellows of changes or additions to existing procedures/policies.
10. Type and revise curriculum vitae for faculty members and maintains a current file of updated CV's in the computer.
11. Perform literature searches of reference materials for faculty and retrieves information from the library and/or internet.
12. Maintain an overall awareness of divisional activities. Initiate and coordinate a monthly meeting with the Division chief, charge nurse, and the office support staff to accomplish division goals
13. Prepare documentation for payment of all invoices for division. Uses University Procurement Card to process payments for various expenses such as travel reservations, subscriptions, membership dues, etc.
14. Complete, submit and pay for necessary applications and documentation for faculty licensure.
15. Make purchases/payments for the division with the procurement card. Maintain all procurement card documentation in adherence to the University regulations.
16. Make all travel arrangements (registration, hotel, etc.) for faculty, researcher(s) and any fellow(s) resident(s) assigned to the Division adhering to university and state guidelines. Pay for arrangements with the procurement card, prepare travel packet for traveler to take with him/her, upon return complete the appropriate Fiscal Office travel forms and submit to Fiscal Office, prepare and submit travel vouchers, absentee forms and change of clinic forms.
17. Faculty and staff recruitment/onboarding
 - Coordinate faculty recruitment (visits/interviews) within the division and along with the department administration and the contracted recruitment agency. Procure hotel accommodations, plan itineraries, and distribute appropriate information. Arrange social function and prepares & distributes evaluations. Execute the interviewing process for candidates and provide support to ensure smooth operation of the visit.
 - Orient new employees & extra help to the department/division regarding duties and responsibilities.

- Develop orientation schedule for new faculty to the department.

18. Performing general office support duties, including but not limited to:

- Maintain academic appointment calendars for MD faculty in the Division including meetings, conferences, interviews, seminars, and activities in teaching students and residents and making all necessary arrangements, (AV equipment, conference room, food, etc.). Prioritize and inform faculty, fellows and staff of impending engagements and prepares necessary materials.
- Develop, review and modify form letters and intra-office forms.
- Open, sort, and distribute a high volume of mail, prioritizing information for faculty attention, noting deadlines and important information, forward if needed. Prepares and/or composes any correspondence or communication that is needed. Participates in Department wide mail room duty rotation.
- Answer academic phones, screens and directs calls to proper personnel. Take detailed messages when necessary and answer questions when possible.
- Photocopy letters, journal articles, lecture handouts, etc.
- Review and manage a high volume of incoming faxes for the division on a daily basis. Responsible for routing faxes, selects and responds independently to various materials based on importance and urgency.
- Order all office supplies for the division and maintain appropriate inventory of all office supplies for the division.
- Receive & respond to calls from patients regarding research ads including explaining the project, screening for written protocols & documenting information from the caller.
- Schedule and organize the Division's luncheon meetings. (i.e.....book rooms, plan, order and pay for food with the division procurement card, etc.)
- Create & design new filing systems as needed and maintain existing files consisting of administrative files, research and patient files.
- Initiate all faculty and fellow absence requests and forward to the chief for approval. If applicable, cancel meetings, clinic, etc. and notify the proper personnel.
- Maintain all computers and other office equipment for the division, assisting with trouble shooting and coordinating repairs.

Clinical

30%

1. Review, revise and distribute (by mailing or faxing) dictations in the Electronic Medical Dictation and Transcription (EMDAT) as well as review and distribute (by faxing or routing) all office notes in Centricity for all the division physicians and fellows daily.
2. Provide admin support for various requests pertaining to patients which are confidential and/or sensitive in nature in timely manner. Sign documents for chief as appropriate.

3. Serve as the main contact for death certificates/coroner reports that are to be signed by the pulmonary physicians. Gather and coordinate information regarding the deceased to insure it goes to the correct physician to complete and sign. Then forward the completed death certificate/coroner's report to the funeral director, circuit clerk and/or the coroner's office.
4. Prepare mileage reimbursement forms, and submit to Fiscal Office for payment.
5. Obtain information on inpatient consultations and distributes to the appropriate attending physician, fellow and/or resident on call.
6. Create and maintain Access database to log in sleep studies, pulmonary function test, and inpatient billing cards. Forwards charge tickets and billing cards to Coding Unit for processing.
7. Under the direction of faculty, telephone hospitals to have patients admitted.
8. Prepares and submits professional billing for MMC, SJH, PAH, SAMH, STF, and CAH.
9. Initiate and coordinate (with charge nurse, reception and academic calendar) the flex / add on clinics monthly for the faculty. Coordinate with the clinic staff for the scheduling of outpatient procedures to ensure appropriate physician availability. (i.e....bronchoscopies, laryngoscopies, etc.). Coordinate with clinic staff new patient and follow-up patient appointments for overbooking of clinic times and emergency appointments with reception and nurses.

Educational

25%

1. Create, coordinate and distribute fellows' block rotation schedule, conference schedules, call schedules, clinic schedules and lecture schedules. Arrange for conference rooms, compile & send out agendas, and send out reminders to attendees.
2. Assign, prepare and distribute rotation information to all residents, medical students and DO students who rotate through the Division monthly.
3. Assist with the development and revision of orientation and curriculum materials for fellows.
4. Coordinate fellow candidate interviews with the appropriate physicians and staff (i.e.: itineraries, interview days, etc.)
5. Distribute resident evaluations for faculty to complete and then compile clinic attendance data, average scores and enter into New Innovations as a group evaluation.
6. Create and maintain a spreadsheet on all items (journals, books, videos, etc.) in the Pulmonary Division library (fellowship requirement). Responsible for loaning out such items to residents, students or other personnel.
7. Assist fellowship coordinator with preparation and organizing the accreditation site visits. This includes gathering all materials needed for the Program Information Form (PIF) as well as making arrangements for rooms, food, and accommodations for site visitors and making appropriate appointments for site visitors.
8. Develop, maintain & distribute the master fellows' schedules for the academic year coordinating them with their time off requests. (rotations/electives, clinic schedules, lectures/conferences, etc.)

9. Coordinate the schedule of the elective supervisors with Student Affairs for student elective/rotations. Assign, prepare and distribute rotation information to residents, medical students and DO students who rotate through the Division monthly and assign clinics.

Skills, Abilities and Knowledge Required for the Position

Sensitive to the needs of underrepresented minority populations.

The individual in this position must be able to deal effectively with different personality types under periods of mild to heavy stress.

Skills in exercising independent judgment, flexibility, and discretion when setting priorities, implementing procedures, maintaining standards, and resolving problems.

Extensive knowledge of medical terminology.

Knowledge and skill in use of computer systems and software.

Ability to independently perform a wide variety of routine, as well as, complex assignments required in the day-to-day management of the division.

Skill in prioritizing, planning, working independently, and organizing projects and assignments effectively and efficiently.

Ability and skill in establishing and maintaining effective working relationships with faculty, staff, fellows, residents, students, and the general public.

Working knowledge of the Department and Division.

Ability to demonstrate tact and diplomacy when dealing with others and relaying confidential information.

The position requires that the staff be sensitive to many races and cultures and their traditions.

Ability to exercise good judgment and decision-making skills.

Responsibility

- A. Supervisory controls – Supervisory controls will occur both written and orally from the Chief of the Division of Pulmonary Medicine and division faculty. Day-to-day directives will come from the faculty, while administrative supervision will be under the Health Care Administrator III assigned to the Pulmonary Division. 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 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, 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.

Special Qualifications/Condition

The person in this position must have the ability to be courteous and understanding to patients, coworkers and personnel within and outside the institution. They must understand the effect the clinic and administrative office have on the quality and efficiency of operations outside the division.

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 Manager**

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): _____	

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="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-01955 01/10	Clear	Print	Physical Demands Definitions	Page 1 of 1