

## POSITION DESCRIPTION

Incumbent Name:  
Classification: Office Manager  
Department: Department of Pediatrics

CSN#:  
Date: July 2022

### **FUNCTION**

This individual performs and coordinates highly specialized administrative support duties for the Department of Pediatrics.

### **ORGANIZATIONAL RELATIONSHIP**

This individual reports to the Administrative Aide, who reports to the Assistant to the Chair, who reports to the Chair of the Department of Pediatrics, who reports to the Dean and Provost of the School of 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 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.

#### **I. Administrative**

100%

- a. Coordinate and attend monthly division meetings preparing agendas and taking minutes. This includes recording confidential and sensitive information.
- b. Notify clinic personnel, SIU answering service and hospitals of changes due to providers' schedule changes.
- c. Schedule meetings and/or lectures for local, state, national, and international appearances. Notifying the providers of meeting, and make necessary changes to facilitate their attendance
- d. Coordinate logistical arrangements relating to conferences and meetings, prepare and submit vouchers and requisitions for travel.
- e. Independently compose documents containing confidential or sensitive information and provide drafts of correspondence, memos and reports.
- f. Maintain records and files relative to faculty activities, memberships, travel, committee activities, etc.
- g. Monitor and maintain license renewals, membership applications for various associations, societies, committees, and journal subscriptions.
- h. Answer and manage phone calls, prioritizing and responding to items within scope of responsibility.
- i. Handle all incoming/outgoing mail, prioritizing accordingly and responding to items within the scope of responsibility.
- j. Coordinate meetings and depositions with legal professionals as needed.
- k. Schedule and coordinate the providers' daily calendars for various meetings including hospital administration, divisional/departmental meetings, conference calls, using e-mail to coordinate most

divisional/departmental activities. Inform provider of impending engagements. Electronic calendaring is used.

- l. Assist faculty with organizing and assembling dossiers as appropriate.
- m. Make necessary updates to the faculty's curriculum vitae and dossier.
- n. Create itineraries for new onboarding faculty after scheduling appropriate training, getting office ready with supplies, computer, phone, ordering business cards, etc.
- o. Assist with coordinating, revising and accurately entering monthly on-call schedule; distribute to faculty, residents and office staff. This includes all involved outside hospitals and necessary staff via fax/email, making sure everyone is apprised of any changes made.
- p. Assist in preparation of the monthly professional service agreement reports and submission of time sheets, as needed.
- q. Coordinate with the Department of Pediatrics Clerkship Coordinator and SIU Student Affairs student rotations/electives on service.
- r. Complete provider absence slips and submit to appropriate Department personnel acquiring necessary and needed signatures.
- s. Participates in the selection and training of the Department of Pediatrics Administrative support staff.
- t. Establish and maintain confidential records and files for providers ensuring HIPAA compliance.
- u. Attend meetings as a delegate when requested.

#### **SKILLS, KNOWLEDGE AND ABILITIES NEEDED FOR THE POSITION:**

Sensitive to the needs of underrepresented minority populations.

This is a complex office support position, which requires the individual to be self-starting and self-directed. This includes precision and accuracy in performance of duties and prioritizing multiple job assignments while maintaining productivity, despite frequent interruptions. In addition, the individual is required to meet firm deadlines in completing special projects while still maintaining a stable balance in completing routine work assignments. Confidentiality, resourcefulness, and genuine interest in quality of patient care are desirable characteristics of this individual. Familiarity with medical terminology, knowledge of Microsoft Word, and the SIU patient information system is essential. Initiative, organization, flexibility and independent decision making are important skills for this position.

#### **SUPERVISORY CONTROLS**

Guidance for this position will usually be in the form of verbal or written directives from the Administrative Aide, as well as general guidelines from Departmental policies. This individual should be able to think through problems carefully and logically, and should be able to function with minimal direct supervision.

#### **PERSONAL CONTACTS**

This individual has contact with various personnel throughout SIU School of Medicine, medical students, residents, patients, employees in private physicians' offices, hospital personnel, the Visiting Nurse Association, and with various physicians and other medical professionals nationally and internationally.

#### **ENVIRONMENTAL, HEALTH AND SAFETY RESPONSIBILITIES**

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

**ENVIRONMENTAL DEMANDS**

No undo environmental demands are present. See attached Environmental & Physical Requirements form.

\_\_\_\_\_  
Incumbent Date  
Office Manager

\_\_\_\_\_  
Angela McIlroy Date  
Administrative Aide  
Department of Pediatrics

\_\_\_\_\_  
Justine Morgan Date  
Assistant to the Chair  
Department of Pediatrics

# PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

## SIU SCHOOL OF MEDICINE

Incumbent: \_\_\_\_\_ Classification: Office Manager  
 Position No. (If applicable): SMS.CS.N11680.000 Department: Pediatrics-SMS

**WORK ENVIRONMENT: (Check all applicable environments)**

<input checked="" type="checkbox"/> Office	<input checked="" type="checkbox"/> Hospital
<input checked="" 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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speaking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input 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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stooping	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Squatting	<input checked="" type="radio"/>	<input type="radio"/>	<input 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 checked="" type="radio"/>	<input type="radio"/>	<input 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 checked="" type="radio"/>	<input 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 type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Standing	<input type="radio"/>	<input checked="" type="radio"/>	<input 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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Twisting	<input checked="" type="radio"/>	<input 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		20 - 40 lbs.			<input type="radio"/>
Carrying		20 - 40 lbs.			<input type="radio"/>
Lifting		20 - 40 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 \_\_\_\_\_

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