

POSITION DESCRIPTION

NAME: _____ CSN: _____ FLSA STATUS: Non-Exempt

PRESENT CLASSIFICATION: Office Support Associate DATE: _____

DEPARTMENT/DIVISION: Internal Medicine/General Internal Medicine

FUNCTION:

The primary function of this position is to provide administrative support to the faculty/providers in the Division of General Internal Medicine along with supporting the Department of Internal Medicine.

ORGANIZATIONAL RELATIONSHIPS:

This position reports to the Administrative Assistant in the Department of Internal Medicine who reports to the Assistant to the Chair, Department Administrator, for 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 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

90%

Maintains personal calendars for assigned faculty members. Informs the physician of impending engagements and prepares necessary materials.

Scheduling for the assigned division members includes, but is not limited to, appointments, clinics, depositions, student lectures, CME lectures and consultant time.

Provides assistance with department projects as assigned including record management, etc.

Prepares weekly ambulist and hospitalist schedules, distributing as needed.

Makes travel arrangements for assigned faculty, prepares and submits documentation for reimbursement.

Submits absentee request forms obtaining approvals as needed.

As directed, makes payments for certain expenses for assigned faculty members with procurement card. Maintains all P-card documentation related to expenses in adherence to University regulations.

Answering phones for the Division, taking messages, and answering questions relating to the Division.

Assists in making arrangements necessary for the recruitment of division faculty members, including interview scheduling, travel arrangements, luncheons, reimbursements, escorting to appointments, and other

assigned tasks.

Opens and reviews mail, selects and responds independently within the scope of responsibility allotted. Participates in mail sorting rotation for the department.

Answers phones for the division, takes messages and answers questions relating to the division.

Maintains supply cabinet and orders office supplies for the Division.

Transcribes dictation and performs other typing duties using multiple software programs which include, but may not be limited to, Microsoft Word, Excel, Access and PowerPoint.

Typing documents which may include grant applications, manuscripts for journal articles, book chapters, books, and abstracts for division faculty members.

Revises curriculum vitae for assigned faculty members.

Other duties as assigned.

Clinical Support

10%

1. Notifies nurse and appointment/reception area of clinic rearrangements due to physician's schedule.
2. Assists clinical staff with administrative duties, as needed.

SKILLS, KNOWLEDGE AND ABILITIES NEEDED FOR THE POSITION:

Extensive knowledge of secretarial and general office practices and procedures.

Extensive knowledge of spelling, grammar, punctuation, syntax, formatting and word processing software (including MS Word, Excel and PowerPoint).

Proficiency in operating computer equipment.

Ability to work independently and prioritize work.

Ability to deal effectively with faculty, staff, students, residents and all other individuals who relate to this Division.

Working knowledge of the policies and procedures of the Department and the Division.

Knowledge of principles, practices, methods and techniques of office protocol.

Ability to work a minimum of 7.5 hours in an environment that is extremely dynamic and stressful.

Ability to perform a variety of duties accurately and in a timely fashion.

Ability to maintain absolute confidentiality regarding patient records and faculty correspondence.

Sensitive to the needs of underrepresented minority populations.

PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

SIU SCHOOL OF MEDICINE

Incumbent: _____ Classification: **Office Support Associate**

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 <small>(Performed rarely less than 2% of the time)</small>	Occasionally <small>(Performed less than 25% of the time)</small>	Frequently <small>(Performed 26% to 50% of the time)</small>	Constantly <small>(Performed 51% or most of the time)</small>	N/A
-------------------	--	--	---	--	-----

(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 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: _____

HR-0195S
01/10

Employee Signature: _____ Date: _____

Page 1 of 1