

## CIVIL SERVICE POSITION DESCRIPTION

<b>Incumbent</b>		<b>FLSA</b> Non-Exempt
<b>Present Classification</b>	Office Support Associate	<b>CSN</b> CS.N11482
<b>Department/Division</b>	Cancer Institute Clinic	<b>Date</b>

### FUNCTION

This position provides secretarial and office support to the Simmons Cancer Institute (SCI) and all other faculty and mid-level members. The incumbent in this position performs duties and coordinates activities throughout SCI.

### ORGANIZATIONAL RELATIONSHIPS

The incumbent reports to the Administrative Aide, who reports to the Director of Administrative Services at SCI. This position will be controlled by University procedures, by general directives, and by policies of SIU Medicine and SCI.

### 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**

**100%**

Greets all patients and visitors in a courteous and friendly manner. Answers incoming calls in a prompt and professional manner. Monitors patients & visitors in waiting area related to wait time.

Opens and reviews mail, selects and responds independently within the scope of responsibility allotted and provides drafts of responses and/or relevant documentation for the remainder. Participates in secretarial rotation of sorting mail for SCI.

Answers incoming calls and handle routines items or appropriates to SCI in a professional manner. Telephone contact includes patient calls, visiting health agencies, insurance representatives, etc. which are then transferred to the appropriate locations.

Composes and/or transcribes correspondence, memoranda, editorial reviews, manuscripts and/or abstracts for research, publication/and/or presentation, confidential legal and medical correspondence and reports.

Transcribes meeting notes for any/all management meetings. Assists with scheduling meeting/appointments for providers and management staff at SCI. Participates in coverage for meeting room reservations at SCI.

Monitors waiting area for cleanliness & organization. This includes ensuring adequate stocking of office supplies, patients reading materials, University and departmental brochures and monitoring of equipment function.

Provides administrative support for projects which deal with sensitive issues and need confidential handling, i.e., faculty tenure, production, dossiers, resident evaluations, faculty evaluations, and patient medical records.

Organizes and maintains a filing system which includes administrative records, confidential material, and all other records as needed.

Assists with duties in the absences of the Administrative Aide.

Responsible for maintaining list of frequently used phone numbers.

Attends meetings to gain knowledge to enhance the position and/or work area.

Performs other duties as assigned.

### **SKILLS AND ABILITIES NEEDED FOR THIS POSITION**

Sensitive to the needs of underrepresented minority populations.

Good communication skills, both written and verbal.

### **RESPONSIBILITY**

Supervisory control - as stated in organizational relationships. Supervisory controls occur both written and orally from supervisor to ensure the proper and efficient operation of the clinic determines all priorities and deadlines.

Guidelines: The incumbent will have access to a manual of clinical procedures and a policy manual. Orientation will be given by clinic staff.

### **DIFFICULTY**

Ability to adapt to various practice styles of physicians within the clinic and assist multiple patients, physicians and staff at a time, when necessary.

Capability to adjust schedule to accommodate emergencies or sudden changes and possess skills to interrupt one task, temporarily, to perform another.

**PHYSICAL AND ENVIRONMENTAL REQUIREMENTS**

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

See attached form outlining the physical and environmental requirements of the position.

\_\_\_\_\_  
Incumbent Date

\_\_\_\_\_  
Direct Supervisor Date

\_\_\_\_\_  
Department Head/Chair Date

# PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

## SIU SCHOOL OF MEDICINE

Incumbent: \_\_\_\_\_ Classification: **Office Support Associate**  
 Position No. (if applicable): **CS.N11482** Department: **Cancer Institute-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
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*(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		5 - 10 lbs.			<input type="radio"/>
Carrying		5 - 10 lbs.			<input type="radio"/>
Lifting		5 - 10 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: **Kissindra Moore** Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_