

POSITION DESCRIPTION

NAME: _____

TITLE: Business Administrative Associate

DEPARTMENT: Internal Medicine

FUNCTION

The primary purpose is to assist and advise the Assistant to the Chair (Administrator) of Internal Medicine and Department leadership in the management of the Department's business operations. This position shall coordinate and integrate activities of the Department with the other activities in the School of Medicine, SIU HealthCare, St. John's Hospital and Memorial Medical Center. This position supervises the Department's administrative areas and EIP program, manages the Department's tenure and promotion process, manages/assists in the writing of Fellowship applications, manages projects, and works with confidential personnel records, salary information and grant information.

ORGANIZATIONAL RELATIONSHIPS

This position reports to the Assistant to the Chair, who is directly responsible to the Chair, Department of Internal Medicine. This position serves as a member of the Department Administrative Staff. He/She attends weekly meetings with the Chair, Vice Chair, Assistant to the Chair and other Department leaders to discuss status of day to day operations, division and department issues, including strategic planning.

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.

I. ADMINISTRATION

60%

1. Faculty/Education

- a. Coordinates on-boarding of new faculty, including moving, academic and research equipment, administrative space, staffing and equipment needs, and orientation within the Department, University and affiliated organizations.
- b. Works individually with faculty to establish their research and educational programs.
- c. Manages the Department's Tenure and Promotion process and committee. Attends T&P meetings as scheduled. Assists faculty with dossier preparation.
- d. Directs the activities of the Fellowship programs within Internal Medicine. Oversees staffing, monitors compliance with RCC regulations, and assists in the development of new programs and accreditation audits.
- e. Supervises staff and is a key participant in the Education Innovation Project in the Department's Residency Program.
- f. Coordinates schedule of speakers for Department's weekly Grand Rounds.

- g. Provides back up assistance to prepare paperwork for recruitment and hiring of administrative/professional staff and faculty.

2. Facilities Management

- a. Assists in organizing and implementing the efficient use of Departmental space. Develops space requirement plans and oversees space allocation for academic, clinical and research services. Participates in the planning or renovation of facilities. Conducts space studies as necessary.
- b. Manages facility related issues. Keeps the Assistant to the Chair informed of issues. Oversees the Department's Emergency Evacuation Plan.
- c. Coordinates operational activities to insure adequacy of equipment and office automated systems. Insures adequacy of telecommunications needs, including pagers, staffing needs, telemedicine, audio visual needs, and audience response system needs.

3. Financial Management

- a. Serves as fiscal officer delegate on all Departmental accounts (academic, clinical, grant and Foundation).
- b. Serves as a resource for staff with AIS, UMS, P-card reconciliation website, Office Max online ordering, Webtrac, ESR, SIU Telecommunications website, travel vouchers, coding vouchers, etc. Explains operating policies as needed.
- c. Prepares and presents reports containing confidential information, as requested by the Assistant to the Chair and/or Chair of the Department.

4. General Administration

- a. Participates in strategic planning and faculty retreats for departmental growth and development.
- b. Manages marketing activities for the Department, working with SIU HC Clinical Marketing and SOM Public Affairs to promote educational, research and clinical programs in the Department. Develops marketing material for publication.
- c. Coordinates Departmental special projects as assigned by the Assistant to the Chair and/or Chair.
- d. Serves as an alternate representative at school-wide and hospital meetings in absence of the Assistant to the Chair.
- e. Interprets, implements and insures compliance with SIU SOM, SIU HC and Department procedures, policies and regulations.
- f. Coordinates special departmental projects such as faculty retreats, social functions, educational seminars and tests, and Department meetings.
- g. Attends regional and national meetings to keep current on issues related to academic medicine, specifically in Internal Medicine.
- h.

II. SUPERVISION & PERSONNEL MANAGEMENT

40%

- 1. Supervises the office support staff in all divisions. Responsibilities include interview and hiring process, coordination of coverage during absences, counseling, and disciplinary action. Works directly with Human Resources to insure actions fall within the University guidelines.

2. Develops annual performance objectives and guidelines for office staff in conjunction with assigned faculty. Provides routine and non-routine feedback to employees relative to their individual performance, including end of probationary period and annual performance evaluations, in compliance with University guidelines.
3. Assists office staff in assignment of responsibilities, establishes goals/priorities and reviews work as necessary.
4. Provides and/or arranges training for newly appointed office staff.
5. Conducts regular meetings, no less than quarterly, of the support staff to review Department/School/SIU HC activities and new policies, and to problem solve in areas of concern.
6. Acts as a liaison between civil service staff, faculty and administration.
7. Maintains constant communication with support staff in a mentor-like relationship.
8. Assesses the need for, develops, coordinates, implements and evaluates all internal and external training activities for the Department faculty and staff, which includes staff development and skill enhancement.

KNOWLEDGE REQUIRED FOR THE JOB

The person in this position must be able to develop, initiate and manage University, SOM and Department policies, procedures and guidelines. This person must have knowledge of management principles, practices, methods and techniques. This person must be able to supervise staff, and administer a large and complex Department. The occupant of this position must be able to function in an efficient and effective manner as related to the responsibilities outlined above and have a working knowledge of all types of office equipment/technology and software. This person must be able to function as a supervisor, have a working knowledge of the School of Medicine and SIU HealthCare's policies and procedures, and must have a high degree of coordination and organizational skills. This person must also have excellent interpersonal communication skills and skill in dealing with others in person-to-person work relationships. This person must be conscious of the concepts of medical responsibility for patients, including availability of faculty for patient care, aware of confidentiality, and be responsive to the sensitive nature in dealing with patients. This person must understand thoroughly, prior to accepting this job, that the divulging of any confidential information regarding patients will be grounds for immediate dismissal. This person must be able to prioritize complex tasks that are equally critical, exhibit good attention to detail and possess skills in organizational dynamics. This person must have the ability and inclination towards decision-making.

RESPONSIBILITY

A. Supervisory Controls

This individual is responsible for continuous initiative in defining the job description responsibility details. Beyond the written description for the position, the Assistant to the Chair will provide instructions both in verbal and written form. It is fully expected that the employee initiate contact with other department members in order to further define and clarify all functions of this job. It is expected that the occupant of this position will exercise professional skills in the performance of all aspects of the job.

B. Guidelines

University, SIU HC, and Department of Internal Medicine guidelines and procedures govern many of the functions of this position. With those guidelines, this employee is required to use initiative and good judgment when making decisions.

Difficulty

A. Complexity

The nature of this job entails a variety of tasks, steps, processes, methods, and activities to be performed by the occupant of this position. A great degree of excellent judgment, initiative and consistency needs to be maintained in order to successfully perform the job functions amidst a wide variety of potential distractions.

B. Scope and Effect

The nature of this position requires close contact with the Assistant to the Chair and other leaders in the Department of Internal Medicine, as well as the individuals this person supervises, other SIU and SIU HC Department personnel and personnel in the affiliated hospitals. The overall day to day functions of the entire Department are affected by the work of this individual.

Personal Contacts

The occupant of this position is involved in contacting various faculty, staff, and administrative individuals throughout the Medical School, many varied individuals in the local, medical business and professional community, as well as state, national and international organizations. There is contact with medical students, residents, other SIU personnel and media for marketing purposes.

Working Conditions

This job is performed in a regular office setting within the Department of Internal Medicine. This position requires the occupant to occasionally travel between SIU School of Medicine campus and St. John's Hospital to attend meetings, deliver and pick up items needed for operations. The Physical and Environmental Requirements form is attached.

Minimum Requirements

Bachelor's Degree in business administration, health administration, management or a field related to the position.

3 – 5 years of professional level managerial and/or business experience, one year of which was at an administrative level.

Master's Degree in business administration, health administration, management or a field related to the position preferred.

Experience in a health care setting preferred.

PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

SIU SCHOOL OF MEDICINE

Incumbent: _____ Classification: Business/Administrative 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 (Performed rarely less than 2% of the time)	Occasionally (Performed less than 25% of the time)	Frequently (Performed 26% to 50% of the time)	Constantly (Performed 51% or most of the time)	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		10 - 20 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 checked="" type="radio"/>

I affirm the environmental and physical demands listed on this form are an accurate reflection of the _____ I have read, understand and am capable of meeting the physical and _____