

## POSITION DESCRIPTION

INCUMBENT: \_\_\_\_\_  
CLASSIFICATION: Office Support Associate  
DEPARTMENT: Surgery  
DIVISION: Plastic Surgery  
DATE: 5 December 11

### FUNCTION

The function of this position is to serve as a staff assistant providing secretarial and administrative support to The Plastic Surgery Institute. This person also assists other secretaries in the Department of Surgery and The Plastic Surgery Institute on an as needed basis. This position provides all necessary administrative support to maintain the smooth and efficient operation of The Plastic Surgery Institute.

### ORGANIZATIONAL RELATIONSHIPS

This individual will be directly responsible to the Office Manager of the Plastic Surgery Institute, who reports to Division Administrator. This individual is also responsible for administrative support to Nada Berry, MD, Assistant Professor of Surgery. Daily guidance and direction will be verbal or written communication from Dr. Berry and/or Cheryl Matthews, Office Manager. Nada Berry, MD., reports to the Chairman of the Division of Plastic Surgery, who reports to the Chairman of the Department of Surgery.

### DUTIES AND RESPONSIBILITIES

#### 1. Administrative Support

60%

- A) 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 the position responsibilities.
- a) Keyboards documents such as correspondence, reports, speeches, bulletins, marketing materials, manuscripts, and similar materials with responsibility for determining format and correcting errors in sentences and paragraph structure, spelling, punctuation and grammar.
    - a. Transcribes and/or records narrative material in final form.
    - b. Composes correspondence and brief narrative reports with responsibility for accurately stating factual information gathered from a number of readily available sources.
    - c. Assures the proper format for presentations, abstracts, and publications to be submitted to local and national meetings and/or journals.
    - d. Updates the curriculum vitae and promotion and tenure dossier with general instructions.
  - b) Maintains a principal(s) calendar, schedules meetings and appointments and making changes as needed on a daily basis
    - a. Maintains awareness of teaching obligations each day and throughout the calendar year.
    - b. Schedules student rounds and evening seminars with the Department of Surgery clerkship coordinator and schedules interviews with prospective medical student applicants, residents, and faculty.

- c. Schedules non-patient related appointments, lectures, meetings and conferences as well as orders books, journals and supplies.
  - d. Maintains the physicians schedule including conference activities and lectures at the local, national and international level, visiting professorships and representation for national societies and local organizations.
  - e. Makes travel arrangements for attendance at meetings and upon return prepares vouchers for reimbursement following general instructions.
  - f. Meets with the physician on a weekly basis and/or on an as needed basis to keep the physician updated of their obligations.
- c) Prepares and distributes a weekly calendar to Dr. Berry, residents and the staff. Prepares the daily schedule on a weekly basis every 3<sup>rd</sup> week and distributes to the faculty, staff & residents.
  - d) Reviews principal(s) incoming mail, responding to routine items independently and distributing remainder to the principal(s) or other appropriate staff
  - e) Maintains an overall awareness of physician's activities and enters them into the Department of Surgery Incentive Program on a quarterly basis.
  - f) Vouchers for payment in conjunction with the Department & Divisional guidelines for books, journals and supplies.
  - g) Researches any needed information for various activities for the physician at their direction, which could include the library, internet, and/or other sources.
  - h) Priorities and follow through on projects to completion with general supervision.
  - i) Provides administrative back-up support to the physicians/secretaries in the Institute for Plastic Surgery for routine and special projects.

**2) Clinical Duties**

**40%**

- a) Receives and routes patient requests. Requests and returns all medical records (confidential) for patient calls, correspondence, appropriate professional telephone inquiries and reviews. Forwards patient related checks to the business office for processing.
- b) Initiates the preparation of emergency room surgical encounter forms in coordination with the physician, checking for missing items before forwarding them to the business office for processing.
  - a. Verifies the elective surgical encounter forms in coordination with the physician and/or nurse, checking for missing items before forwarding them to the business office for processing.
  - b. Uses the computer system to complete verification of patient demographics, verifying insurance information and patient transactions.
- c) Completes clinic transcription on the computerized system (Emdat) for physician's clinic and resident clinic where they are the provider.
  - a. Reviews clinic schedule for missing dictation; prepares a list of all missing dictations; requests medical charts for patient that have not been dictated and routes to the physician or the resident for completion on a weekly basis. A copy of the missing dictation list is given to the office manager.

- d) Obtains the appropriate information from the referral source including information regarding the problem/injury, what is needed, the patient's name and age, and notifies the appropriate personnel on call for them to return the call.

## **SUPERVISORY CONTROLS**

The individual in this position is expected to use independent judgment and discretion in coordinating the physician's administrative and patient service functions. Due to the physician's schedule, this individual must make decisions and follow through with limited supervision in maintaining the priorities and organization of the heavy volume of work generated within The Plastic Surgery Institute. As a rule, direction is sought from the physician and/or lead secretary as necessary, with the operation of the office and work priorities set by the incumbent for completion of projects in meeting deadlines.

## **KNOWLEDGE REQUIRED FOR THE JOB**

This individual will demonstrate excellent typing skills, be familiar with the use of the Dictaphone, have previous secretarial experience and preferably previous medical experience, be able to think problems through carefully and logically and be able to function with minimal direct supervision. This individual must demonstrate excellent communication skills when dealing with referring physicians, hospital personnel, patients, other departmental and university personnel, national medical and academic societies and other external agencies. He/she should be familiar with or capable of learning various computer applications such as Word for Windows, Excel, and Power Point.

## **GUIDELINES**

This individual's guidelines will be provided by the Secretarial Supervisor and the SIU School of Medicine policies and procedures. Many duties for this position are not covered by guidelines or formally written procedures as duties and responsibilities often change. There are some guidelines, however, for clinical and patient-related work which must be followed.

## **DIFFICULTY**

This individual will be required to use independent problem solving, precision and accuracy in performance of duties, and the ability to be flexible and work well in a variety of medical school environments.

## **SCOPE AND EFFECT**

This job affects the smooth operation of the Plastic Surgery Institute. Accurate and timely decision making on the part of this individual will ensure a well-run unit.

## **ENVIRONMENTAL DEMANDS**

**Physical Requirements:** This job will require dexterity as it relates to typing. Individual must exhibit a neat, professional appearance and possess a friendly attitude toward the public.

**Work Environment:** There are no risks, discomforts or unpleasantness in the physical surroundings or job situation.

**COMMENTS**

Be it known at this time that information relative to the position is of a strict, confidential nature necessitating an individual with mature judgment and discretion. A signature and statement explaining the need for adherence to a code of professional ethics with regard to the respect of the confidential nature of the information being handled is a condition of employment.

# PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

SIU SCHOOL OF MEDICINE

Incumbent: \_\_\_\_\_ Classification: **Office Support Associate**

Position No. (If applicable): \_\_\_\_\_ Department: **Plastic Surgery Clinic-SMS**

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

<input checked="" type="checkbox"/> Office	<input 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 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 checked="" type="radio"/>	<input 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 checked="" type="radio"/>	<input 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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input 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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Operating motor vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" 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"/>
Knocking	<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 \_\_\_\_\_ I have read, understand and am capable of meeting the physical and environmental demands of this position to the best of my knowledge and belief.