

## POSITION DESCRIPTION

**NAME:**  
**TITLE:** Office Support Specialist  
**DEPARTMENT:** Surgery  
**DIVISION:** Otolaryngology

### **FUNCTION:**

This individual provides secretarial support to Richard Bass M.D, Professor in the Division of Otolaryngology, and to Carol Bauer MD, Professor in the Division of Otolaryngology, Department of Surgery. Also may provide assistance to other secretaries in the Department of Surgery as needed.

### **ORGANIZATIONAL RELATIONSHIP:**

This individual reports to Richard Bass MD and Carol Bauer MD, who report to Gayle Woodson, M.D., Chair, Division of Otolaryngology. With respect to clerical support within the Division, this position additionally reports to Mary Dellert, the Office Manager, at the Pavilion. The Office Manager reports to the Division Administrator, or her designee.

### **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.

#### **Administrative**

(75%)

1. Schedule appointments for Dr. Bass, Dr. Bauer including the following: meetings, conferences, interviews, seminars, and activities in teaching students and residents. Maintain and update calendars for Dr. Bass, Dr. Bauer.
2. Transcribe and type correspondence, medical reports, grant applications, manuscripts, abstracts, slides for scientific presentations, statistical reports, research projects, curriculum vitae, teaching materials, evaluation reports, and other miscellaneous projects.
3. Maintain existing filing system consisting of administrative, patient, research, manuscript and reprint files.
4. Maintain records relative to the activities of Dr. Bass and Dr. Bauer including, memberships, presentations, journal articles, and medical/surgical lists.
5. Handle incoming and outgoing mail on a daily basis. Open and screen all mail for Dr. Bass and Dr. Bauer, handle requests independently when appropriate.
6. Coordinate travel arrangements and accommodations, verify funding and submit proper requisitions and vouchers for reimbursement for Drs. Bass and Bauer for out of town meetings and lectures.

7. Notify Division clinic personnel, clerkship coordinator and administrative nurse of Drs. Bass and Bauer vacation, conference schedule, out of town trips, and absences due to illness, using clinic change system. Send in absence slips for Drs. Bass and Bauer.
8. Prepare vouchers for payment of membership dues of professional societies, associations, journals, subscriptions, and other educational materials as required for Drs. Bass and Bauer.
9. Compose correspondence, memos, reports, and recommendation letters.
10. Extensive communication with medical students and schedule appointments as necessary.
11. Serve as liaison for Drs. Bass and Bauer in communication with other institutions, hospitals, physicians (nationally and internationally), administrative and clinical staff, companies, outside organizations, and other departments.
12. Perform complex computer skills using a variety of sophisticated software applications such as Microsoft Word, Excel, PowerPoint, Access, and Netscape.
13. Assist other Divisional or Departmental secretaries as necessary or as directed by Division Lead Secretary and/or Divisional Administrator.
14. Provide secretarial support, i.e., vouchering trips and supplies, purchase requisitions, and any other secretarial support for Division staff as needed. Provide daily phone coverage for lunch breaks and other absences of personnel.
15. Attend Departmental and Divisional secretarial meetings and participate in the implementation of decisions resulting from these meetings.
16. Maintain awareness of fiscal operations and follow State and University guidelines.

**Clinical**

(25%)

1. Receive and handle patient calls of a sensitive, confidential and/or complex nature. If necessary, properly route to insurance billing/personnel, appointment/reception desk, nurse, resident, or physician. Send and receive patient reports via fax to/from hospitals, other physicians, and health care facilities and distribute appropriately.
2. Assist in the processing of patient billing and completing charge tickets by utilizing (ICD-9) diagnosis and (CPT) procedure codes. Attend training/billing seminars as requested by Drs. Bass and Bauer.
3. Request and return patient charts from medical records to expedite requests made by insurance companies, attorneys for narrative reports, special prescription needs of patients, work releases, etc.

4. Responsible for coordinating depositions, typing narrative reports, copying records, and forwarding fee schedule to attorneys as requested. Process legal fee payments.
5. Receive hospital consults and promptly notify resident assigned to Drs. Bass and Bauer service and also notify physician.
6. Monitors clinic dictation and order chart if necessary for re-dictation. Mail copies of dictation from clinic visits promptly to referring doctors and others as indicated on dictation.
7. Prepare patient files for clinic appointments. Also access SMS system to transfer SIU numbers to all patients' history and physicals, consultations, operative reports, and diagnostic tests received from hospitals and other physician offices and forward to SIU Medical Records Department.

### **SUPERVISORY CONTROLS**

Guidance for this position will usually be in the form of verbal or written directives from Drs. Bass and Bauer, with assistance from the Lead Secretary and/or Divisional Administrator, as well as general guidelines from Departmental policies.

### **KNOWLEDGE REQUIRED:**

The person in this position should exhibit leadership qualities, be self-starting, self-directing, and highly motivated. This individual must possess the ability to perform difficult typing and transcription, which may include medical terminology. This individual must accurately correct grammar, punctuation and spelling errors. This individual must be able to prioritize multiple job assignments and maintain productivity in spite of frequent interruptions. Good communication skills are necessary and this individual must exhibit courtesy, tact, and discretion in dealing with confidential matters both administrative and clinical. This individual must have an excellent working knowledge of various computer systems for data entry, report generation, word processing, etc. This individual will be expected to communicate as needed between St. John's Pavilion, St. John's Hospital, Memorial Medical Center, and Baylis Building, offices at the SIU Clinics Building, 801 N. Rutledge, 913 N. Rutledge, and 927 N. Rutledge. This individual must possess the ability to make sound decisions with minimal direction from supervisors.

### **PERSONAL CONTACTS:**

This individual has contact with personnel throughout the School of Medicine, with patients, employees in private physicians' offices, hospital personnel, as well as other physicians and professionals nationally or internationally.

### **PEER/UNIT FUNCTION:**

Duties and functions are similar to other secretaries with the Department of Surgery.

### **ENVIRONMENTAL DEMANDS:**

No unusual environmental demands exist.

# PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

SIU SCHOOL OF MEDICINE

Incumbent: \_\_\_\_\_

Classification: \_\_\_\_\_

Position No. (if applicable): \_\_\_\_\_

Department: **Surgery-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	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 type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Travel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" 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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Squatting	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gross hand manipulation	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fine hand manipulation	<input type="radio"/>	<input type="radio"/>	<input checked="" 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 type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Climbing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" 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 type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Working above shoulder level	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Twisting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Kneeling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Pushing or pulling					<input checked="" type="radio"/>
Carrying					<input checked="" type="radio"/>
Lifting					<input checked="" type="radio"/>
Other (Pleaseo 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 \_\_\_\_\_