



JOB DESCRIPTION

POSITION TITLE: **Health Service Administrative Assistant**

REPORTS TO: Nurse Practitioner/Director of Health Service

PRIMARY FUNCTION: The primary responsibility of the AA is to support Health Service. The AA will perform daily functions of clinic operation and will maintain current standards of care, according to Health Services policies and procedures.

AREAS OF RESPONSIBILITY:

- Maintain privacy regulations with student medical record maintenance. Knowledge of FERPA and HIPPA. Manage front desk reception, maintenance of waiting, clinical rooms, and lab/pharmacy area. Maintain inventory control of materials/supplies/medications and order as needed. Business management for clinic operations including receivables, payables and deposits.
- Assist Nurse Practitioner, acting as a confidential liaison for students. Act as intermediate with Health Service and other offices (Registrar, Admissions, and Business Office, etc). Triage phone calls, schedule appointments, maintain calendars and appointment schedules.
- Process documents, build databases and forms, accumulate and tabulate statistics, enter data and distribute reports, draft and transcribe correspondence, training materials, protocols, etc.
- Manage the office by keeping daily correspondence and student files current, respond to Health Service e-mails and voicemails. Coordinate release of information for records requests from students and alumni per HIPPA guidelines. Order and maintain office supplies.
- Train on and maintain Electronic Medical Records, schedules, statistics through use of Medicat. Assist temporary staff with using EMR when NP out of office.
- Monitor missing Health information and send out reminders, place holds and remove as indicated.
- Perform other related responsibilities as assigned.
- Ability to work independently and direct students to proper resources when NP is out of office.

SUPERVISORY RESPONSIBILITIES: Student workers as assigned.

CONTACTS: Nurse Practitioner. Students, staff & faculty, family members, vendors, and community resources.

EDUCATION: **Essential:** Associates degree or equivalent experience in medical office. Associates degree in administrative support or business administration is preferred.

EXPERIENCE: **Essential:** 3-5 years clinical medicine administrative experience. Experience in a college setting preferred. Confidentiality and discretion essential.

KNOWLEDGE, SKILLS, ABILITIES: Excellent computer skills, including Microsoft Word and Excel, and use of Electronic Medical Records. Excellent oral and written public relations, general office and organizational skills. Detail oriented. Self-starter with ability to relate to college-age adults.

PHYSICAL DEMANDS: Must have good manual and physical dexterity to perform clinic responsibilities in a busy college health setting. Lifting of supplies, assist students.

WORKING ENVIRONMENT: General medical clinic environment.

WORK SCHEDULE: FTE: .56
Term: August-May, Week Zero Saturday information booth if needed, student contact days with limited summer administrative work as assigned.
Shift: 830-430, 35 hours per week

APPROVAL: Health Service Director

DATE: July 2015