

MASON CITY CLINIC
Job Description

Job Title: Administrative Secretary

FLSA Status: Nonexempt

Job Code:

Employee Group: Non-management

Department: Administration

General Summary:

Under general supervision and according to established policies and procedures, performs general secretarial and clerical support to physicians and management team staff. In doing so, types, photocopies, distributes, and files reports and correspondence. Answers and screens telephone calls, assists callers when able, and records messages for follow up. Schedules appointments, meetings, interviews, and makes various travel reservations. Greets visitors, obtains information, answers routine questions, and provides assistance or directions. Facilitates in completion of license renewals, applications for hospital/ASC re-credentialing, and the like, by completing information and forwarding it to the provider for signature. Monitors to make sure forms are completed and returned by deadline date. Meets with newly hired physicians and staff to review and complete benefit paperwork and ensures it is completed and submitted to the respective insurance agencies within the required time frame. Maintains various records to track vacation, meetings, continuing education, and so forth, and composes routine correspondence and memoranda. Responsible for coordinating clinic events such as winter party, retirement parties, Thanksgiving potluck, and so forth.

Principal Duties and Responsibilities:

1. Types, photocopies, and distributes reports, correspondence, meeting reminders and other materials dictated or written by members of the management team and clinic physicians. This includes agendas, minutes, call schedules, other schedules, letters, memos, reports, and so forth.
2. Answers and screens telephone calls, records messages, and answers and/or completes routine questions and requests when possible.
3. Greets visitors, obtains information, answers routine questions, provides assistance or directions, and informs the necessary parties of the visitor's arrival.
4. Contacts appropriate individuals to arrange various appointments, meetings, interviews, luncheons, reservations, place advertisements, request services, and other events as directed.
5. Coordinates recruit visits. In doing so assists in developing the itinerary schedule and coordinates appointments for the recruit to meet with while on site, makes travel and lodging arrangements, community tour arrangements, etc.
6. Schedules and participates in new hire orientation. Meets with newly hired physicians and staff to review and complete benefit paperwork and ensures it is completed and submitted to the respective insurance agencies within the required time frame.

7. Tracks and files acknowledgment forms, performance reviews, training and/or certification completion documents and other related HR paperwork.
8. Creates updates and maintains employment and other employment required files.
9. Completes E-Verify for all new hires.
10. Point of contact for Clinic benefit questions. Provides answers or seeks additional information from appropriate sources if unable to find information needed from current resources.
11. Completes necessary paperwork for physicians and staff when they exit employment from the organization.
12. Coordinates and organizes necessary information and files associated with Family Medical Leave Act (FMLA), disability claims, and leave of absence requests. In doing so assists with and/or performs tasks including but not limited to meeting with staff, providing information and related forms, creating letters and completing required forms such as FMLA, disability, etc. Updates the FMLA log. Follows up on items as needed.
13. Places employment ads in newspaper or other media sources.
14. Files correspondence, reports, certificates and other documents according to established procedures. Assists Clinic staff with benefit and other personnel paperwork and questions.
15. Collects and enters data into directories, databases and spreadsheet files such as addresses, license numbers listing, expiration dates, physician continuing medical education (CME) hours, physician curriculum vitae, expense reports, daily bulletin, feedback surveys, contracts and so forth in order to update reports and files.
16. Completes applications for renewal of provider licenses, insurance, hospital privileges, and the like. Obtains provider signature, copies and files Clinic copy, and returns completed application to appropriate agency. Monitors to make sure forms are completed and returned by deadline date.
17. Responsible for monitoring office supplies and placing orders for items needing to be restocked.
18. According to general guidelines, distributes building access cards and Fitness Center locker room keys and maintains up-to-date record of same.
19. Prints and posts meeting room schedules according to established guidelines.
20. Prepares greeting cards and routine correspondence for signature and mailing according to established guidelines.

21. Composes routine correspondence, announcements, and memoranda as directed, reviews draft with manager, makes revisions as necessary, and mails and/or distributes as appropriate.
22. Sorts, dates, and distributes incoming administrative and accounting mail.
23. Responsible for proper maintenance of equipment including changing toner cartridges, adding paper, and so forth. Contacts appropriate repair personnel as necessary.
24. Prepares presentations in PowerPoint software or other format as needed.
25. Maintains confidentiality of information.
26. Conducts special projects and studies as directed by Clinic physicians and management.
27. Actively participates in the process improvement initiatives and seeks to identify and resolve issues through teamwork and collaboration.
28. Performs other duties as assigned.

Knowledge, Skills and Abilities Required:

1. Ability to read, write, comprehend and follow multiple verbal and/or written instructions, basic knowledge of word processing and spreadsheet software, and the ability to perform simple arithmetic calculations in order to perform the duties described above at a level normally acquired through completion of two years of post-high school business courses.
2. Working knowledge of Microsoft Excel and Word software.
3. Approximately six to twelve months of work-related experience necessary in order to become familiar with Clinic physicians, personnel, and locations and to learn Clinic policies and procedures.
4. Strong interpersonal skills necessary in order to interact with Clinic and public contacts in a courteous and tactful manner when performing the duties described above.
5. Strong analytical skills necessary in order to arrange appointments involving multiple participants, schedule meeting, prioritize projects, maintain records, tabulate expenses, prepare reports, and the like.
6. Ability to sit and concentrate and pay close attention to detail for approximately seventy-five percent of the time when gathering, assembling, tabulating, preparing reports, and so forth.

Working Conditions:

Works in normal office environment where there are few, if any, physical discomforts due to dust, dirt, noise and the like.

Reporting Relationships:

Reports to Administrator.

Approvals:

Administrator	Date
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The above is intended to describe the general content of and the requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

Revised 10/96
Revised 3/2008, 12/2013, 4/2015
Revised 7/2017

3. Carrying and/or Pushing Pulling

Weight	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
0-10 pounds					X	
10-20 pounds		X				
20-30 pounds		X				
30-60 pounds		X				
Over 60 pounds	X					

4. Visual Activity

Level	Yes	No	Comment
Near Vision	X		
Far Vision	X		
Depth Perception	X		
Fine Discriminate Detail		X	
Color Vision		X	
Field of Vision		X	

5. Auditory Activity

Level	Yes	No	Comment
Distinguish Sounds		X	
Distinguish Pitch		X	
Distinguish Tone		X	
Hear Speech	X		

6. Sensory Activity (Touch & Smell)

Level	Yes	No	Comment
Distinguish Hot & Cold		X	
Distinguish Range of Temperature		X	
Distinguish Surfaces		X	
Fine Motor Skills to Grasp		X	
Manual Dexterity	X		Keyboarding skills
Detect Odors		X	
Distinguish Odors		X	

7. Verbal Activity

Level	Yes	No	Comment
Make Sounds		X	
Form Words	X		
Speak Loudly	X		
Speak Softly	X		

8. Mental Activity

Activity	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
Performing detailed tasks (bookkeeping, transcribing, etc.)						X
Subjected to interruptions						X
Subjected to changing work priorities						X

9. Hazardous Conditions

Activity	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
Exposure to marked changes in temperature & humidity	X					
Exposure to electrical shock	X					
Exposure to vapor, fumes & gases	X					
Exposure to radiation	X					
Exposure to infectious disease	X					
Driving automotive equip.	X					
Exposure to weather elements	X					