

**MASON CITY CLINIC**  
**Job Description**

**Job Title:** Administrative Secretary I

**FLSA Status:** Nonexempt

**Job Code:**

**Employee Group:** Non-management

**Department:** Administration

**General Summary:**

Under general supervision and in accordance with established policies and procedures, provides administrative and clerical support to clinic physicians and the management team. Responsibilities include preparing and distributing reports and correspondence, answering and screening telephone calls, greeting visitors, and coordinating appointments and meetings. The position also assists with provider credentialing activities, including license renewals and hospital re-credentialing applications, ensuring required documentation is completed and submitted by established deadlines. Maintains administrative records and composes routine correspondence as needed.

**Principal Duties and Responsibilities:**

1. Provides administrative support to clinic physicians and management by preparing, photocopying, distributing, and filing reports, correspondence, agendas, minutes, call schedules, and other documents.
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. Assists the Administrator with department meetings by sending reminders, preparing agenda packets, copying materials, and filing or scanning meeting documentation.
6. Sorts, dates, and distributes incoming administrative and accounting mail.
7. Creates, distributes, and updates monthly on-call schedules for designated departments.
8. Assists with the new hire process by scheduling pre-employment health appointments, initiating background checks, scheduling orientation, and completing E-Verify documentation.
9. Provides a portion of safety and compliance training for all newly hired staff.
10. Tracks and files acknowledgment forms, performance reviews, training and/or certification completion documents and other related HR paperwork.
11. Creates updates and maintains employment and other employment required files.
12. Completes necessary paperwork for physicians and staff when they exit employment from the

organization.

13. Assists clinic staff with benefits-related questions and personnel paperwork as needed.
14. Coordinates credentialing and licensing processes for physicians and advanced practice providers (APPs), including assisting with applications for initial and renewal of professional licenses, insurance enrollments, and hospital privileges.
15. Obtains provider signatures, maintains copies of documentation, submits completed applications to appropriate agencies, and monitors deadlines to ensure timely completion.
16. Tracks provider certifications such as medical licenses, Basic Life Support (BLS), and mandatory reporting requirements; notifies of upcoming expiration dates and records updated documentation.
17. 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.
18. Coordinates Resident Orientation training. Coordinates cleaning of resident apartments when current resident is leaving.
19. According to general guidelines, distributes building access cards and maintains up-to-date record of same.
20. Prepares greeting cards and routine correspondence for signature and mailing according to established guidelines.
21. Monitors office supply inventory and places orders for items requiring replenishment.
22. Responsible for proper maintenance of equipment including changing toner cartridges, adding paper, and so forth. Contacts appropriate repair personnel as necessary.
23. Maintains strict confidentiality of personnel, provider, and organizational information.
24. Conducts special projects and studies as directed by Clinic physicians and management.
25. Actively participates in the process improvement initiatives and seeks to identify and resolve issues through teamwork and collaboration.
26. Assists with special projects and studies as assigned by clinic physicians or management.
27. Performs other duties as assigned.

**Knowledge, Skills and Abilities Required:**

1. Ability to read, write, comprehend and follow verbal or written instructions. Basic working-knowledge of word processing and spreadsheet software. Ability to perform simple arithmetic calculations in order to perform the duties described above. The knowledge, skills and abilities at this level are normally acquired through completion of high school education plus six-twelve months of post-high school business courses and/or a sufficient combination of work experience, training and/or education which demonstrates possession of and competency in requisite knowledge, skills and abilities.
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. Analytical skills necessary in order to arrange appointments involving multiple participants, schedule meetings, prioritize tasks to meet deadlines, 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

**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  
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**WORKING CONDITIONS AND PHYSICAL DEMANDS WORKSHEET**

Job Title: Administrative Secretary

Date: 12/2013  
Department: Administration

**1. Physical Activities**

Activity	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
Balancing	X					
Bending		X				
Climbing	X					
Crawling	X					
Crouching	X					
Kneeling		X				
Reading						X
Sitting						X
Squatting		X				
Standing		X				
Stooping	X					
Walking			X			

**2. Lifting and/or Pushing and 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					

**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					