

**Medical Administrative Assistant**

**Job Purpose:** The Administrative Assistant serves as the first point of contact for students seeking services through the Health Center. This position is responsible for scheduling appointments, organizing patient flow through the EMR system (*Medicat*), performing various reporting functions, and other duties and tasks as assigned or as become evident.

**Minimum Qualifications**

**Education:** Associates degree and a minimum of 3 years medical office experience or high school plus five years or more experience (as indicated below).

**Experience type:**  Use of electronic medical record systems (Medicat experience/knowledge preferred). Familiarity with medical terminology, work experience in a medical/counseling environment required. Prior college or university work experience preferred.

**Knowledge, Skills, and Abilities:**

* Excellent organizational, written, and verbal communication skills.
* Ability to handle confidential material and answer inquiries concerning medical care with a diversity of students.
* Ability to work independently and as a team player in a complex health care environment.
* Demonstrated ability to multi-task and to remain calm and professional in a hectic work environment.
* Solid working knowledge of various word processing, spreadsheet and database software applications are required.
* Knowledge of and experience with medical terminology and processes

**Essential Functions:**

* Establish a welcoming environment and serve as the first point of contact for greeting, screening and directing students calling or visiting the Health.
* Answer multiple line telephones, arrange for and schedule appointments, and assist callers and visitors in assessing level of urgency; demonstrate professionalism in utilizing strong customer service and listening skills, maintain confidentiality and make proper referrals.
* Maintain student records according to ethical guidelines, state law, and departmental policy; bring to the attention of supervisor changes, errors or omissions in reports or records. Create and maintain database(s) for maintaining patient/client information, administer service delivery and evaluation system, enter data, and run preliminary center statistics. Enter chart notes essential for patientcare to include intake, discharge, and phone conversations. Perform collection of patient/client satisfaction data.
* Enter and review health certification data/immunization records and process student insurance cards, as required.
* Provide administrative support within the Health Center to include preparing and editing complex correspondence, documents, promotional materials, meeting minutes, mailings, and presentations utilizing various word processing and database software applications. Maintain up-to-date manuals, and directives. Process forms as needed.
* Respond to requests for information, retrieve files and documents, schedule appointments for medical staff within the Center, process mail, order supplies, send and receive faxes, and set up meetings and events when necessary.
* Process work orders and maintenance requests, coordinate cleaning needs, and serve as liaison with both on campus and off-campus individuals and agencies.
* Participate in student orientation sessions, staff information tables and provide information and presentations.
* Provide assistance and assume the duties and responsibilities of other staff within the Health Center during high volume periods, during absences and as directed.

**Supplemental Functions:**

* Participate and assist with University events and serve on University-wide committees as requested.

**Working Conditions:**

May be required to lift, push or pull up to approximately 50 pounds. May be required to assist in moving a person. May be exposed to blood borne pathogens. The incumbent may be required to deliver or pick up various correspondences or materials from other on campus or community locations and must be able to walk, drive, or make alternative transportation arrangements.

**Interested parties** should please send a cover letter, resume and contact information for three references to hr@sbu.edu

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