



Job Description

(For Positions in CAW Local 555, Unit 1)

Job descriptions do not include every duty that an individual in a position performs. They are intended to be representative and characteristic of the duties required and the level of work performed. Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.

JD #:	JD00551	Pay Grade:	4
JD Title:	Medical Secretary (I)	JD FTE Hours:	35
Job Family:	Medical Secretary		

General Description

Responsible for performing a variety of secretarial and administrative duties within a clinical or medical practice setting.

Representative Duties & Responsibilities

- Schedule patient medical appointments and procedures.
- Coordinate calendars, arrange meetings, book rooms and make travel arrangements.
- Resolve scheduling and calendar issues, complaints, and conflicts.
- Use a dictaphone to transcribe a variety of documents and reports including minutes, patient files, medical reports, and manuscripts.
- Write a variety of formal notes and records such as meeting minutes.
- Monitor budgets and reconcile accounts. Complete financial forms including travel expense reports, electronic cheque requisitions, purchase orders and journal entries.
- Process and reconcile clinical and third party service billings.
- Greet visitors, answer or redirect general inquiries in person, by telephone and via email and respond independently to inquiries that are specific in nature and require a thorough knowledge of established policies and procedures.
- Interact with patients and their family members who may be experiencing emotional or difficult situations.
- Ensure patients understand all instructions given to them for tests and medical procedures.
- Gather and compile information required for a variety of grant submissions and reports.
- Facilitate the collection of signatures required on grant applications and agreements.
- Conduct database, literature and web searches to locate and retrieve documents and articles.
- Prepare and book exam rooms ensure all materials are stocked, stored, and organized accordingly.
- Set up and maintain filing systems, both electronic and hard copy.
- Update and maintain information in a variety of databases.
- Update and maintain confidential files and records. Handle sensitive material in accordance with established policies and procedures.
- File, retrieve, and purge files.
- Monitor and order office supplies.
- Attend a variety of meetings.
- Assemble, collate, and disseminate mailings.
- Open and distribute incoming mail and faxes, and arrange courier shipments.
- Remain current with relevant medical terminology.

Supervision

- No formal supervision of others is required.
- Provide orientation and show procedures to others.

Qualifications

- 2 year Community College diploma in Medical Office Administration or related field.
- Requires 2 years of relevant experience.

Effort

Physical Effort:

- A typical work day consists of greater than 3.5 hours of low physical effort for activities such as:
 - Intermittent periods of keyboarding to word process documents, enter data into databases and enter financial information into spreadsheets.
- Elements of moderate physical effort are not a regular feature of this job.
- Elements of high physical effort are not a regular feature of this job.

Mental Effort:

- A typical work day occasionally requires routine mental effort for activities such as:
 - Collecting routine information and files to word process routine documents and inputting data into spreadsheets and databases.
- A typical work day consists of greater than 3.5 hours of moderate mental effort for activities such as:
 - Interacting with patients and their family members who may be experiencing emotional or difficult situations.
 - Ensuring patients understand all instructions given to them for tests and medical procedures.
 - Responding independently to inquiries that are specific in nature and require knowledge of established policies and procedures.
- Elements of high mental effort are not a regular feature of this job.

Working Conditions

Physical Environment:

- There are no adverse physical environment conditions inherent to the job.

Psychological Environment:

- Occasionally interacts with individuals who may be rude or upset.
- Frequently deals with competing requests from patients and physicians.

Health & Safety:

- Risk to the incumbent is no higher than for the general population.

Job Description Rating Sheet

(For Positions in CAW Local 555, Unit 1)

JD #:	JD00551	Pay Grade:	4
JD Title:	Medical Secretary (I)	Total Points:	347
Job Family:	Medical Secretary		

Factor	Subfactor	Level Rating	Points
Skill	1. Applied Reasoning and Analytical Skills	3.0	60
	2. Breadth of Knowledge	1.0	5
	3. Adaptation to Change/Updating of Learning	2.0	12
	4. Interpersonal Skill	2.5	31
	5. Education and Experience	D2	56
	6. Dexterity and Coordination	3.0	21
Effort	7. Physical Effort	1.0	3
	8. Mental Effort	3.0	55
Responsibility	9. Planning and Coordination	2.5	37
	10. Responsibility for Others	1.0	10
	11. Accountability for Decisions Actions Affecting People, Assets, and Information	2.0	39
Working Conditions	12. Physical Environment	1.0	3
	13. Psychological Environment	2.0	10
	14. Health and Safety	1.0	5