

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 #:	JD00683	Pay Grade:	6
JD Title:	Administrative Coordinator (Medical)	JD FTE Hours:	35
Job Family:	Medical Secretary		

General Description

Responsible for providing administrative support to an academic physician in a leadership position within a clinical, academic, and medical research environment which involves performing a full range of administrative duties and that requires a thorough understanding of University and hospital organization, functions, policies and procedures. Provides lead hand supervision to administrative staff within a division.

Representative Duties & Responsibilities

- Oversee established operational and administrative processes within the unit.
- Prepare, coordinate, and monitor physician on-call schedules, procedure schedules, clinics, and medical staff rounds.
- Schedule patient medical appointments and procedures.
- Interact with patients and their family members who may be experiencing emotional or difficult situations.
- Participate in the development and implementation of projects, work methods and procedures. Recommend procedural changes to improve unit efficiency, including recommendations on staff requirements.
- Follow up on and ensure appropriate implementation of decisions made by supervisor.
- Negotiate a variety of contracts with outside agencies for conferences, furniture, supplies, and equipment repairs.
- Plan, coordinate, and deliver orientation sessions and training sessions to residents.
- Plan and coordinate interview schedules involving individuals internal and external to the department.
- Gather and compile information required for a variety of grant submissions and reports.
- Gather, compile, and prepare information including, but not limited to, patient information, billing codes, and patient diagnosis for health insurance submissions.
- 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.
- Handle petty cash including the tracking and monitoring of related expenses and reimbursements.
- Compile and submit quarterly and monthly on-call and service payments for multiple physicians.
- Write a variety of documents such as correspondence and reports.
- Format, edit, and proofread a variety of documents and materials.
- Use a dictaphone to transcribe minutes and patient notes requiring knowledge of relevant medical terminology.
- Greet visitors, answer or redirect general inquires 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.
- Liaise with numerous University departments, students, external stakeholders and visitors.
- Search databases for patient diagnostic reports for physician and patient chart information.
- Coordinate calendars, arrange meetings, book rooms and make travel arrangements.
- Organize conferences and events by ensuring that appropriate venues are booked, catering is provided, and notices and invitations are forwarded to participants.
- 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.

Representative Duties & Responsibilities

- 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.
- Update and maintain information on websites
- 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

- Provide lead hand supervision and is responsible for the quality and quantity of work of others.

Qualifications

- 2 year Community College diploma in Medical Office Administration or related field.
- Requires 4 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, filing documents, word processing of routine documents such as correspondence and forms 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:
 - Scheduling and maintaining clinics for physicians, residents, and fellows.
 - Monitoring budgets and reconciling accounts.
 - Responding independently to inquiries that are specific in nature and require a thorough knowledge of established policies and procedures.
 - Negotiating a variety of contracts with outside agencies for conferences, furniture, supplies, and equipment repairs.
- 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 handles competing requests and simultaneous deadlines.

Health & Safety:

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

Job Description Rating Sheet

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JD #:	JD00683	Pay Grade:	6
JD Title:	Administrative Coordinator (Medical)	Total Points:	432
Job Family:	Medical Secretary		

Factor	Subfactor	Level Rating	Points
Skill	1. Applied Reasoning and Analytical Skills	3.5	71
	2. Breadth of Knowledge	2.0	13
	3. Adaptation to Change/Updating of Learning	2.0	12
	4. Interpersonal Skill	3.0	39
	5. Education and Experience	D3	60
	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	3.0	46
	10. Responsibility for Others	3.0 ^{Lead}	55
	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