JOB TITLE: Administrative Assistant/Patient Advocate
REPORTS TO: Executive Assistant
FLSA STATUS: Non-Exempt

JOB OVERVIEW: This position is responsible for providing administrative and clerical support services to the corporate offices to facilitate the smooth operation of the Clinic and support The Doctors Clinic mission.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:
1. Greet guests in a professional, friendly, hospitable manner.
2. Receive phone calls and redirect accordingly.
3. Open and close reception area (locking doors, closing blinds, turning off lights).
4. Schedule meeting rooms as requested. Manage master meeting schedule for clinic conference rooms.
5. Set up and clean up conference rooms for meetings as needed.
6. Orders food for meetings.
7. Schedule Employee Appreciation events. Assists with organizing physician related events.
8. Arrange approved travel for management and staff. Complete registrations for conferences, etc.
9. Prepare memos, correspondence, reports, and other documents as requested. Assists with projects.
10. Prepare, update and post information to the Clinic’s intranet using Microsoft SharePoint.
11. Serve as the Patient Advocate. Answer the Patient Advocate line connecting new patients to appropriate physicians. Ensures that all calls/messages are returned in a timely manner. Works with clinic managers to organize and maintain up-to-date referral information.
12. Receive corporate faxes, sorts, scans and distributes. Assists with distributing mail.
13. May support the Business Office in receiving payments.
15. Perform a variety of clerical duties.
16. Handles patient complaints received by the Customer Service department. Distributes, tracks and follows up to note resolution and ensures complaints are handled in a timely manner.
17. Provides coverage in the absence of the Executive Assistant. May attend meetings for the purpose of taking minutes.

QUALIFICATIONS:

Education:
1. High School Diploma or GED.
2. Notary desired but not required.

Experience:
1. Minimum 3 years customer service experience, preferably in a health care setting;
2. 1 year of administrative assistance or reception experience required.
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Skills:
1. Excellent phone etiquette.
2. Excellent verbal communication skills
3. Punctual
4. Ability to work comfortably with all levels of the organization and with minimum supervision
5. Should be customer service driven
6. Excellent working knowledge of MS Office (Word, Excel, Outlook)
7. Professional appearance

The job holder must demonstrate current competencies applicable to the job position.

Physical Requirements:
Hearing: Adequate to perform job duties in person and over the telephone. Speaking: Must be able to communicate clearly to patients in person and over the telephone. Vision: Visual acuity adequate to perform job duties, including reading information from printed sources and computer screens. Other: Work is performed in an office environment. Involves frequent contact with staff and the public. Work may be stressful at times. Contact may involve dealing with angry or upset people. This position requires occasional lifting and carrying items weighing up to 10 pounds unassisted. Requires frequent bending, reaching, and repetitive hand movements, standing, walking, squatting and sitting, with some lifting, pushing and pulling exerted regularly throughout a regular work shift.

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

I have read the Administrative Assistant/Patient Advocate job description and understand the functions and objectives of the position.

Employee Signature: ___________________________ Date: ___________________________

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Last updated: 11/10