



POSITION DESCRIPTION

Hospital Services Administrative Assistant

Reports to: Clinical Director
of Hospital Services

Position Status: Non-Exempt

Supervises: No One

Effective Date: 07/09/21

GENERAL SUMMARY

The Hospital Services Administrative Assistant is responsible to the Clinical Director of Hospital Services for facilitating clinical and administrative services, general office duties, and completing special projects as needed. This position works closely with the Hospital Services staff, Managers and other designated personnel. The position is responsible for communicating primarily with NKC clinical, support, and administrative staff, staff at contracted hospitals. Responsible for operating phones, copying machines, computers, and fax machines.

DUTIES AND RESPONSIBILITIES

1. Provides reception for Hospital Services Department. Relays or takes messages for Managers in Hospital Services from contracted hospitals.
2. Performs data entry of information for billing. Completes accurate statistics and submits in a timely fashion to NKC Billing department.
3. Coordinates the receipt and filing of all medical records regarding patient treatments and enters into appropriate database.
4. Coordinates the distribution of orientation learning packets, keys, hospital access/parking cards, uniforms and other materials to all Hospital Services staff in accord with NKC policy.
5. Maintains the audits, monthly evaluations, background checks (OIG, SAM) and license verifications on hospital services staff.
6. Maintains the procedure files for Hospital Services by copying and filing procedures and various resource materials as needed.
7. Maintain NKC staff and hospital contact lists including phone numbers and email addresses. Maintains all hospital specific forms.
8. Coordinates, compiles information. Distributes staff mailings.
9. Orders and maintains office supplies. Assists in ordering and maintenance of medical supplies used by the clinical educator during classes and orientation.
10. Provides support and administrative services to the Clinical Director and Managers of the department. Also provides support as needed for the Medical Director, Educator, and Technical Coordinator.

11. Operates equipment such as computers, copiers, telephones, and KVIEW system.
12. Performs confidential and/or other specific projects, duties, and responsibilities as required.
13. Schedules quarterly meetings, case reviews as needed for all of our contracted hospitals.

POSITION SPECIFICATIONS/QUALIFICATIONS

1. Requires good interpersonal skill to handle frequent contact with NKC staff, hospital contacts and physicians.
2. Requires a high degree of organizational skill including the ability to prioritize and multi-task to get projects completed on time.
3. Work requires continual attention to detail in composing, word processing, proofreading materials, and compiling accurate and timely statistics.
4. Must be dependable and able to work in a small department with minimal direct supervision.
5. Must be able to work in a busy and frequently noisy environment with many distractions.
6. Must have excellent knowledge and skills in Microsoft Office products and ability to learn other data base software as needed.
7. Needs to have a general knowledge of office equipment at a level that is generally acquired from experience.

JOB CONDITIONS

1. Must be able to communicate effectively in English on the phone, in writing, and in person.
2. Must be able to use a computer keyboard, mouse, and pull down windows in an efficient manner. Must be able to demonstrate use of appropriate software after training.
3. Physical activities require the ability to stoop, reach; stand, walk; push, pull, lift; finger, grasp, feel; talk, hear; and repetitive motions of wrists, hands, fingers.
4. The physical requirements include the ability to lift/move objects weighing up to 30 pounds occasionally, and up to 15 pounds frequently.
5. Visual acuity is required to read, inspect data, work with information on a computer screen, and perform other duties.

CUSTOMER SERVICE STANDARDS

Staff is responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; show courtesy; recognize customer's needs; respect privacy.
2. **CONCERN:** Listen to customers; express appreciation, be non-judgmental; take responsibility.

3. **CONFIDENCE:** Show a positive attitude; take personal initiative; inform; educate and reassure; provide prompt follow-up.
4. **CONDUCT:** Hold appropriate conversations; maintain a professional appearance; establish teamwork; show professional competency.

EDUCATION AND EXPERIENCE

The Hospital Services Administrative Assistant should have the equivalent of a high school education, and preferably at least two years of college. Be able to perform general office duties and must have Microsoft Office Suite skills at an intermediate level. It is preferable that this person has experience that includes working with groups or in situations where they have contact with a large number of people. Good basic communication skills are important, as are attention to detail and reliability.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.

REVIEW AND APPROVAL



VP of Patient Care Services, CNO

07/09/21

Date



Vice President of Human Resources
& Chief HR Officer

07/09/21

Date