



GENERAL ACCOUNTABILITY

The Medical Administrative Assistant's position is responsible for performing a variety of duties in a specialty medical office. They may be involved in both the clinical and administrative areas including handling clerical, environmental, and organizational tasks. Provides information to patients so they may fully utilize and benefit from the clinical services.

SPECIFIC ACCOUNTABILITIES

- Manage patient bookings/referral processes (i.e. individual and group appointments).
- Welcomes clients and potential clients by greeting them in person or on the telephone, answering or directing inquiries.
- Ensures that all contacts with clients (e-mail, walk-In center, SMS, or phone) provides the client with a personalized customer service experience of the highest level.
- Through interaction with clients on the phone, uses every opportunity to build client's interest in the company's services.
- Manages administrative duties assigned in an effective and timely manner.
- Provide program support by managing waitlists, group education schedules and communications, set up room/refreshments for events, etc.
- Organize Board & Committee Meetings (scheduling, creating packages & taking minutes).
- Generate/export statistics from electronic medical record into Excel for program development/evaluation, workload measurement and quality improvement.
- Work with team to create/edit custom forms for electronic medical record documentation.
- Maintain Medical Directives documentation.
- Inventory Management (office/medical/kitchen supplies, asset list).
- Maintain VIDCOE schedules (e.g. arrival and departure of visiting Specialists and Consultants).
- Order and receive resources (purchasing food for events, coffee/tea, office supplies, etc.)
- Clerical tasks (maintain group emails for Team Communications, scan medical records, mail/petty cash management, filing, file archiving)
- Maintaining strict adherence to the VIDCOE's security procedures by:
 - Adhering to established VIDCOE's regulations and procedures within assigned Position Authorities.

- Maintaining the confidentiality of patient's information.

OTHER DUTIES

Generally, the Medical Administrative Assistant is expected to make decisions and provide solutions to problems within authority delegated by management. Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required. Other duties, responsibilities and activities may be added or changed at any time with or without notice.

MINIMUM QUALIFICATIONS, KNOWLEDGE, SKILLS AND ABILITIES

Qualifications:

- High School Diploma (post-secondary education preferred)
- 2-5 years relevant work experience (medical office experience preferred)
- Must be bilingual (English and Spanish)

Knowledge:

- Knowledge of health care field and medical office protocols/procedures.
- Knowledge of specific assisting tasks related to a medical office.
- Knowledge of information that must be conveyed to patients and families.

Skills:

- Exceptional organizational skills.
- Excellent interpersonal interactions.
- Excellent Customer Service skills.
- Strong written communications skills.
- Strong problem-solving skills.
- Skill in understanding patient education needs by effectively sharing information with patients and families.
- Strong computer skills to include Microsoft Office.

Abilities:

- Ability to learn and retain information regarding patient care.
- Ability to project a pleasant and professional image.
- Ability to plan, prioritize, and complete delegated tasks.
- Ability to demonstrate compassion and caring in dealing with others.
- Ability to prioritize and manage time effectively.
- Ability to work independently.

WORK ENVIRONMENT AND WORKING CONDITIONS

The typical functions are carried out in a normal medical office environment. The position is

primarily non-physical with intermittent periods of sitting or standing. There is some daily lifting required i.e.: files, filing boxes, trays, computer reports etc. Work environment is fast-paced and requires the ability to work under pressure. Work areas are enclosed air-conditioned office. Job requires the ability to sometimes work with some interruptions. **Must be able to have a flexible schedule, at times working weekends.**