

Job Code:.....100399-2015
Position #: (NUNC) (NE)...108768
Developed by:.....ER
Reviewed by:.....LK
Approved by:.....AMC,LK
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UNIVERSITY OF RHODE ISLAND
Position Description

TITLE: Coordinator, Health Services (Administrative Services)
DIVISION: Student Affairs (Health Services)
REPORTS TO: Director, Medical Director, Associate Director, Health Services
GRADE: 7
SUPERVISES: May supervise one or more office personnel, and/or student assistants

BASIC FUNCTION:

Serve as assistant to the Director/Medical Director/Associate Director of Health Services, providing critical administrative support. Perform private secretarial duties of a complex and responsible nature.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Assist the Director/Medical Director/Associate Director of Health Services in carrying out administrative responsibilities; research and troubleshoot issues needing resolution at the department level.

In consultation with the Director/Medical Director/Associate Director, assist in the preparation and administration of the department's budgets. Develop and maintain office files and budget records and ensure their confidentiality.

Perform data analysis and prepare sensitive reports on various indicators identified by Leadership Team at set intervals.

Maintain compliance with credentialing of medical providers in a confidential manner in compliance consistent with accrediting/regulatory standards.

Assist with the University-sponsored student health insurance program including enrollments, resolution of claim information and reconciliation of insurance roster.

Maintain departmental human resource files in a confidential manner and in compliance with accrediting/regulatory standards.

Prioritize responses to correspondence, phone calls and various issues, thereby minimizing demands on the Director's/Medical Director's/Associate Director's time, allowing him/her to focus on broader and more critical issues.

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Arrange, schedule and conduct special events, such as meetings, conferences and social events. Support marketing, social media and outreach efforts as necessary.

Develop and facilitate in-service training for Health Services staff in collaboration with appropriate parties, both on and off-campus. In consultation with the Leadership Team and departmental coordinators, identify needs and serve as principal training resource person in Health Services.

Provide confidential administrative support services, including the following: arrange and schedule meetings; type reports, correspondence, speeches/presentations and related materials; make travel arrangements; draft and respond to routine correspondence; take and transcribe dictation or transcribe from tapes; prepare/maintain spreadsheets, minutes, and agendas.

Draft documents and correspondence for the Director/Associate Director/Medical Director of Health Services.

Answer phones, greet visitors, and disseminate information to a diverse constituency. Exhibit a high degree of tact and sensitivity, deal directly with the public, students, faculty, staff, and officials (both within and outside the University) on behalf of the Director/Medical Director/Associate Director.

Interview and recommend for appointment secretarial and student help within the office. Train, schedule, and assign workloads to secretaries and student help.

Responsible for maintaining up-to-date announcements and key messaging on the departmental website.

Assist in the development of customer service surveys and analyze results for accreditation report.

Manage the administrative functions of the Director's/Associate Director's/Medical Director's Office, including office procurement.

OTHER DUTIES AND RESPONSIBILITIES:

Perform other duties as required.

LICENSES, TOOLS AND EQUIPMENT:

Personal computers, printers; Microsoft Office Suite (Word, Excel, Access, PowerPoint, Outlook), Microsoft Publisher, Visio, database management and scheduling software; Electronic Health Record (EHR); Policy Medical Program; Survey Monkey; Dictaphone/tape recorder; fax, scanner and copying machines; calculator.

ENVIRONMENTAL CONDITIONS:

The incumbent is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

REQUIRED: High school diploma or GED; Minimum three years of progressively responsible experience in the capacity of administrative assistant in a complex professional environment; Demonstrated time management skills; Demonstrated organizational skills in a multiple-priority environment; Demonstrated proficiency with Microsoft Office (i.e. word processing, spreadsheet, database, publisher, PowerPoint, scheduling and policy software); Demonstrated strong interpersonal and verbal communication skills; Demonstrated proficiency in written communication skills; Demonstrated supervisory experience; Demonstrated ability to coordinate complex management tasks; Demonstrated ability to maintain confidentiality; Demonstrated ability to work with diverse groups/populations; and, Demonstrated ability to transcribe from a Dictaphone, as well as from handwritten notes.

PREFERRED: Associate's degree; Demonstrated health care experience; Demonstrated knowledge of medical terminology; and, Demonstrated Web page maintenance, graphic arts and chart software experience.

ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.