



## CLARK ATLANTA UNIVERSITY

### Job Description

<b>Position Title:</b>	<b>Staff Assistant I</b>
<b>Department:</b>	<b>Student Health Services</b>
<b>Reports To:</b>	<b>Staff Assistant II</b>

*The following statements are intended to describe the general nature and level of work to be performed and are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All duties listed are essential functions for the position. It is understood that other related duties may be assigned.*

#### ***General Function (Description):***

Provides day to day administrative support to the clinic by answering telephones and scheduling appointments to keep the clinic operating smoothly while ensuring high-quality customer service to patients and visitors.

#### ***Examples of Duties and Responsibilities:***

1. Maintains client's right by keeping personal health information confidential.
2. Answers telephone calls and assess urgency of calls. Directs caller to the appropriate person. Takes messages as needed.
3. Responds to and sends faxes
4. Greets clients and visitors and directs inquiries.
5. Schedules appointments. Notifies clients of changes/cancellations as necessary.
6. Updates information in electronic charts. Pulls client charts. Make new charts when necessary.
7. Assists clients with completion of forms. Verifies that forms are complete and correct.
8. Keeps client appointments on schedule by updating data in Practice Management.
9. Utilizes computer to input and retrieve data/client information.
10. Receives, dates, and enters immunization data into Immunization Compliance Manager. Scans immunization record into client's electronic medical record.
11. Maintains office files.
12. Process fees for services.
13. Checks email throughout the day.
14. Maintains neat and orderly work area.
15. Ensures telephone and electronic health records system is operational at the beginning of day.
16. At the end of the day, properly secure patient files, makes sure all lights, computers, and other equipment are turned off in the front office and waiting room area.
17. Ensures waiting room is neat and orderly and all equipment is stored in the proper place.
18. Performs clerical functions incidental to clinical reception and other designated duties considered appropriate as required.

***Knowledge, Skills, and Abilities:***

Excellent interpersonal and customer services skills. Regular skilled use of personal computers and complex office machines. Self-motivated and capable of multi-tasking and being a team player. Excellent attendance. Understanding of HIPAA
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***Minimum Hiring Standards:***

<b>Education</b>	High school level education Medical Office/Assistant training preferred
<b>Years of Experience</b>	Two years office experience preferred
<b>Years of Management/Supervisor Experience</b>	None

*Clark Atlanta University is an Equal Opportunity/Affirmative Action Employer*