UNIVERSITY HEALTH PARTNERS of HAWAII (UHP)

POSITION DESCRIPTION

Position Title: Administrative Assistant  Date Prepared: 8/1/2016
Department: Obstetrics, Gynecology & Women’s Health  FLSA Status: FT, NE
Reports to: Executive Assistant
Potential Occupational Exposure to Bloodborne Pathogens: No

POSITION SUMMARY
The administrative assistants are expected to perform a wide variety of transactions and duties. These duties may involve routine standard assignments and non-standard assignments. This may require integrating different and unrelated processes and procedures to achieve a desired outcome.

The administrative Assistant is expected to work independently and with a high degree of competence. A thorough familiarity with UHP, JABSOM, and hospital policies is expected.

The Administrative Assistant should be a resource for faculty physicians and is expected to be an integral part of the division team and department.

ESSENTIAL JOB DUTIES AND FUNCTIONS
Administrative Office Functions:
• Greet all visitors arriving at the 824 main office, assist visitors with business which may include transcribing messages, directing to meeting rooms, and other tasks as necessary.
• Provide phone coverage of the OB/GYN central phone line on a rotating basis M-F 7:30 AM-5:00 PM. Coverage will be coordinated by all Administrative Assistants based on schedules and availability.
  o Provide excellent customer service to all callers.
  o Triage phone calls received, forward phone calls, page faculty when appropriate and/or transcribe messages and email faculty and staff as needed.
• Assist with the stocking and ordering of the office and kitchen supplies for the department.

Clerical Functions:
• Copying, faxing, and scanning as assigned.
• Assisting with meeting preparation, which may include: duplication of handouts, arrangement of refreshments, coordination of IT and AV needs, preparation of nametags and meeting rooms.
• Composes and types correspondence which may include: email correspondence, reports, presentations, meeting minutes, technical papers, special projects and other related materials.
• Creates spreadsheets and assists with data entry as required.
• Assists the HR Specialist with the preparation of Promotion and Tenure dossiers for submission.
• Assists the division chief with the coordination of division meetings. Which may include arrangement of meeting space, coordination of agenda, reminders, and taking and distributing of meeting minutes.

Clerical Functions:
• Maintain a current Curriculum Vitae (CV) for each faculty member.

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- Assist the HR Specialist in processing Hospital Credentialing applications and renewals for faculty.
- Maintain the “FacultyInfo” drive and ensure that all licensing, CME, and Hospital Credentialing documents are kept up to date.
- Provide notification and assistance to faculty members when certifications or licenses need to be renewed.
- Assist the faculty members with renewal of documents and hospital credentialing.
- Distribute all renewed licensing documents to all appropriate entities in a timely fashion.
- Maintain a listing or file of all applicable CME credits for each faculty member.

**Scheduling:**
- Coordinate physician schedules and work with division leaders to assure smooth functioning of clinical and educational responsibilities.
- Understand the unique scheduling needs of each division.
- Work with division leaders to coordinate the faculty practice, contracted sites, and call schedules.
- Responsible for the input of all scheduling information into the QGenda system when applicable and for keeping the schedule in QGenda accurate and updated when revisions are made.
- Maintains and monitors the division faculty leave schedule/calendar to facilitate scheduling.
- Interface with the hospital page operators, faculty practice managers, and others to facilitate adequate clinical coverage.

**Calendar Management:**
- Manage the Google Calendar for faculty members as assigned.
- Schedules and coordinate appointments, meetings, and conferences.
- Arrange for meeting space.

**Travel Support:**
- Coordinates travel and lodging arrangement for faculty conference travel as necessary.
- Completes all travel forms for faculty travel.
- Works with the faculty member and department fiscal office to process all reimbursements related to faculty travel.

**Fiscal:**
- Process all reimbursements for assigned faculty members in a timely manner for licensing fees, travel reimbursement, and other reimbursements for the faculty members PDA account.
- Generate Purchase Requests in the Kala System for approvals on behalf of the faculty member.
- Work with the department fiscal office as the liaison to follow up with faculty members in regards to documentation or additional information.
- Assist the Executive Assistant on preparation of the department budget as it relates to administrative functions and faculty reimbursements.

**Research:**
- Understand and assist with the necessary documentation for IRB and Grant submissions.
- Assist with manuscript preparation as necessary.
- Maintain a record of CITI training and active IRB projects for assigned faculty.
- Track progress of resident research projects.

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Department Conferences:
- Assist in the coordination of Department CME conference as necessary.

It is expected that the duties and responsibilities of each administrative assistant will differ, depending on their respective division or faculty members. However, all administrative assistants will be expected to work closely with the other Administrative Assistants and Executive Assistant to ensure completion and execution of mission essential activities. This will require an understanding of the clinical, educational, and administrative responsibilities of each division. Cross-coverage is necessary and expected.

Performs all other duties as assigned and shares in any and all other duties as may be required to meet the clinical, educational, and research missions of the division, department and medical school.

Complies with all company policies and legal requirements.

QUALIFICATION REQUIREMENTS

**Education/Training**
Minimum:
- Associate’s Degree or equivalent amount of related work experience.

Preferred:
- Bachelor’s Degree from a college or university of recognized standing.

**Experience**
Minimum:
- One year of experience providing administrative support.

**Skills Knowledge**
- Strong organization and planning skills (Excellent time-management skills, including ability to prioritize/meet deadlines.)
- Must have excellent written and verbal communication skills.
- Skill with multi-line phone/reception duties.
- Skilled in customer service principles.
- Knowledge of standard office procedures; including operational and workflow processes.
- Working knowledge of word processing and spreadsheets (including Windows XP or higher, Microsoft Office 2000 and Internet Explorer software/Web-based functions).

**Factors for Success in the Position**
- Ability to communicate clearly in person and on the phone and establish/maintain cooperative relationships with staff, other departments, contractors, and customers.
- Excellent attendance, punctuality, and reliability a must.
- Ability to work as part of a team/to work efficiently under pressure.
- Flexibility to adapt to new ideas and roles as they are developed.
- Ability to type at least 40 words per minute.
- Ability to organize and prioritize tasks effectively.
- Ability to read, understand and follow oral and written instructions.

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• Ability to file correctly by alphabetic or numeric systems.
• Ability to maintain highly sensitive, confidential material.

EQUIPMENT USED
• Standard office equipment (multi-phone line, typewriter, computer, printers, scanner, fax).
• Computer system with the following software: Microsoft Office, QGenda Physician Scheduling

JOB CONDITIONS
• Normal working conditions, indoors, air-conditioned.
• Office hours are Monday-Friday, 8:00 a.m. to 5:00 p.m.
• Requires communication with staff, between departments, and with clients and contractors.
• Parking not provided unless directly related to required meeting travel.

MENTAL AND PHYSICAL DEMANDS
• Attention to detail, accuracy and concentration, and ability to maintain calm composure while performing multiple tasks.
• This position occasionally requires lifting items up to 30 pounds, frequent sitting, and standing, walking and bending.

TERMS OF EMPLOYMENT
Employment is “at will” and can be terminated at any time, either by the employee or UHP, with or without cause or reason and with or without notice.

INTERESTED APPLICANTS
Qualified applicants are required to email a cover letter, resume, salary requirements, employment application and verification consent form to jobs@ucera.org or fax at 808-536-7316.

https://uhphawaii.org/