

## STAFF ASSISTANT (WCMC)

DISTINGUISHING FEATURES OF THE CLASS: Under supervision, an incumbent of this class is responsible for performing routine administrative tasks in support of a higher level administrator to ensure the smooth and effective operation of an assigned division of the Westchester Medical Center. Responsibility involves the implementation of established practices and procedures which may involve the performance of complex clerical tasks, using independent action and initiative in carrying an assigned project to its successful completion. This involves familiarity with the total operation of a large hospital and the function of its various divisions. Supervision may be exercised over a number of clerical staff. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Performs various routine administrative and complex clerical tasks to insure the optimum delivery of patient services in as assigned hospital division, providing supportive services to the Division Director and professional staff in all non-clinical areas;

Assembles medical statistical and other data relative to the specialty services provided by the hospital divisions and prepares them into reports following the format or guidelines required by regulatory agencies or hospital management;

Implements approved practices and procedures;

Implements procedures to insure the completeness, accuracy and confidentiality of the medical records of patients;

Investigates and reports on patient, visitor, and employee complaints;

Develops more effective systems of handling clerical details in the processing of hospital and regulatory agency forms;

May supervise lower level clerical staff in carrying out the operational function of the Division of assignment;

Maintains detailed records and files;

Assists division head in assembling data relative to specific problem and operational areas, both manually and by use of automated information systems;

Acts as liaison between Division Head and other division staff as assigned;

Attends meetings, seminars and conferences related to the activities of the hospital;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

Accesses protected health information (PHI) in accordance with departmental assignments and guidelines defining levels of access (i.e. incidental vs. extensive);

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of hospital routine and administrative methods; familiarity with the operational organization of a large hospital and the functions of its various divisions; ability to communicate effectively both orally and in writing; ability to establish and maintain effective working relationships with professional medical, technical, managerial, clerical and unskilled personnel; ability to assemble data and prepare evaluation reports using either manual or automated systems; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; sound and mature judgment; flexibility; resourcefulness; initiative; tact; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and five years of experience where the primary function of the position was clerical or staff experience in a hospital or health-care facility, at least one of which must have been staff experience or in the supervision of clerical staff.

SUBSTITUTION: Satisfactory completion of 30 college credits\* may be substituted on a year for year basis for the general experience up to a maximum of four years. There is no substitution for the one year of staff or clerical supervisory experience in a hospital or health-care facility.

DEFINITION: For this purpose, staff experience can be defined as support or back up functions to higher level administrators. This could involve office management, participation in budget preparation and monitoring, payroll and personnel type functions, involvement in the development and/or review of department-wide practices and procedures, evaluating departmental operations, participation in planning, financial recordkeeping, accounting, management activities, purchasing, public relations, community relations, public information activities, and other similar functions.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.