



JOB DESCRIPTION: OFFICE ASSISTANT

SUMMARY: Serves as administrative clerical support for the Management Team.

DUTIES AND RESPONSIBILITIES:

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

- Provides general administrative and clerical support to various members of the Management Team.
- Performs general clerical duties including but not limited to filing, photocopying, faxing, and mailing, as required.
- Prepare and modify documents including correspondence, reports, agendas, drafts, memos and emails.
- Composes and types routine correspondence, as required.
- Schedules and coordinates meetings and appointments.
- Record minutes at various meeting and distributes them appropriately.
- Manages the Shared Management Calendar.
- Organizes and maintains file system; files correspondence and other records.
- Handle inquiries and incoming maintenance work requests.
- Demonstrates a high level of professionalism in dealing with confidential and sensitive issues.
- Assist in resolving any administrative problems.
- Orders and maintains office supplies and inventory, if necessary.
- Performs other duties as assigned by supervisor.

QUALITY IMPROVEMENT ACTIVITIES

(PCMH, DSRIP, CPC+, APC, HEDIS, Value-based Programs and future programs)

- Participates in daily face-to-face huddles or reviews and signs document no later than 30 minutes after the start of the shift.
- Collaborates with team members by reviewing and responding to all individually assigned Triage/ Documents/ To-do's daily.
- Assists Practice or members of the Management Team:
 - Monitors daily collaboration between team members by reviewing and responding to all team assigned Triage/ Documents/ To-do's on MEDENT's Chart Central.
 - Initiates autorun or manually generate reports for various projects.
 - Reviews evidence-based guidelines, choose and communicate adopted guidelines in the practice and update reports/templates/alerts and reminders to reflect guidelines.
 - Conducts regular quarterly, front desk, physician and midlevel meeting and training of staff and care team members (including evidence-based guidelines, communication, patient engagement, population health management, etc.).
 - Reviews Quality Measures performance and identify opportunities and tactics/strategy for improvement.



JOB DESCRIPTION: OFFICE ASSISTANT

- Assists with the identification of strategies to streamline efficiency that improve department and organizational workflows.
- Participates in establishing department/organization goals, identifying priorities, and implementing and evaluating quality improvement efforts.

QUALIFICATIONS:

- Associate's degree (A.A.), two to four years related experience, or equivalent combination of education and experience.
- Excellent verbal and written communication skills.
- Proficient in Microsoft Word, Excel, PowerPoint.
- Strong interpersonal skills.
- Ability to understand and follow written and verbal instructions.
- Commitment to excellence and high standards.
- Strong organizational skills; able to manage priorities and workflow.
- Type a minimum of 50 WPM.
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.
- Ability to effectively communicate with people at all levels and from various backgrounds.
- Must be able to speak, read, write, and understand the primary language(s) used in the workplace.
- Knowledge of medical terminology helpful.
- Knowledge of an Electronic Medical Record system (specifically Medent) a plus
- Professional in appearance and demeanor.
- Bilingual skills a plus.

PHYSICAL/MENTAL REQUIREMENTS:

While performing the duties of this job, the employee is frequently required to do the following:

- Coordinate multiple tasks simultaneously.
- Understand and respond to a diverse population.
- Perform some repetitive motion activities.
- Sit for long periods of time.

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Office Assistant

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Ted J. Triana, D.O.

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Signature

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Date

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Date