

STAFFING ASSISTANT - WCMC

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for performing routine administrative and clerical tasks in support of higher level professional or administrative staff in an assigned area of the Westchester Medical Center to provide them with administrative and clerical support. This may include establishing and maintaining divisional staffing records; processing of forms, documents and other data in support of the functions performed by the division; coordinating inter-departmental activities; developing and implementing new systems and procedures of a simple nature to improve division operational functions; preparing reports; and maintaining bookkeeping records for reimbursement purposes and patient relations. Independent judgment is exercised in the performance of these duties in order to relieve the professional of their direct involvement in these activities. Supervision may be exercised over lower level clerical support staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Maintains records and files of staffing schedules in the division of assignment, ensuring that appropriate payroll and personnel forms are prepared, approved and submitted for processing;

Informs higher level professional or administrative staff of staffing problems to ensure appropriate coverage for all shifts, with consideration given for vacation schedules, holidays, sick leaves and emergency situations;

Maintains roster of candidates available to provide back up staffing on a temporary per diem basis;

Develops systems, procedures, charts and forms for communicating information to all pertinent staff within the division or to those affected outside the division;

Carries out and implements the activities of the division by processing appropriate forms, documents and other pertinent data ensuring their accuracy and completeness;

Performs initial screening of patients, visitors and callers to determine the nature of their business, complaint, or information requirements, and makes every effort to respond or make an appropriate referral to relieve the professional or higher level administrative staff of those not requiring their personal attention;

Conducts follow up of work initiated by professional staff and informs them of its progress, until it is satisfactorily completed;

Schedules patients for appointments with professional staff, obtaining required information needed for billing and reimbursement purposes;

EXAMPLES OF WORK: (Illustrative Only)

Maintains records of referral agencies and other support services used by the Division Staff and establishes contacts as required;

Obtains required approvals and authorizations;

Orders and maintains detailed and accurate records and files;

Performs related administrative and clerical tasks to ensure the smooth and efficient operation of the division.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the maintenance of record keeping systems; familiarity with hospital routine and administrative methods; ability to establish and maintain effective working relationships with medical, professional, nursing and hospital administrative staff; skill in eliciting accurate information from patients; ability to communicate effectively both orally and in writing; ability to follow complex written and oral instructions and carrying them out to a satisfactory conclusion; good judgement, initiative; resourcefulness; tact; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and four years of clerical experience, one of which must have been at the supervisory level, office management, or administrative support level.

SUBSTITUTION: Satisfactory completion of 30 credits* may be substituted for each year of the required experience, however there is no substitution for the one year of specialized 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.