

Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: NEW POSITION EXISTING POSITION
(allocated)

PART I - Position Information. Items 1 through 12 to be completed by department

1. Agency Name: Kansas State University	9. Position Number W0011071	10. Department ID 3670080070
2. Employee Name (leave blank if position vacant) Vacant	11. Present Class Title (if existing position) Senior Administrative Assistant - 1072-K2	
3. Division College of Veterinary Medicine	12. Proposed Class Title	
4. Section Veterinary Medical Teaching Hospital	13. Allocation <i>Senior Administrative Assistant</i>	
5. Unit Desk/Administrative Support	Supervisory Status: <i>yes</i> FLSA CODE: <i>nonexempt/exempt</i>	
6. Location (address where employee works) City County Manhattan Riley	14. Effective Date: <i>7/29/09</i>	
7. Type of Appointment (Circle) <u>Full Time</u> Part Time <i>100%</i>	15. By: <i>[Signature]</i> Approved: <i>[Signature]</i>	
School Employee	16. Audit(s) Date: By: Date: By:	
Limited Term ending date (if applicable):	17. Position Review(s) Date: Date: Date: Date:	

8. Regular hours of work: (enter appropriate time)
FROM: 8 AM/PM TO: 5 PM/AM

PART II - Organizational Information. To be completed by department head or supervisor of the position.

18. a) Briefly describe why this position exists. (Include how the position relates to the purpose, goal, or mission of the unit.)
This position is responsible for providing quality client services in the Large Animal, Small Animal, and Discharge Desk areas in the Veterinary Teaching Hospital, as well as providing clerical and administrative support for the Director of Client Services. Hospital mission includes requirement of providing quality medical services to clients and training for professional veterinary students. Client services must be provided in a professional manner, since first impression of service quality must be established at the time of initial contact to facilitate customer satisfaction, good will, and repeat customer business.
b) If this is a request to reclassify a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of the incumbent in this position? (Who assigns work, gives directions, answers questions and evaluates.)

Name	Title	Position Number
Donna Robbins	Director of Client Services	W0037808

List other individuals who may provide input for evaluation purposes.

Name	Title	Position Number
Shirley Arck	Hospital Administrator	W0041404
Roger Fingland	Hospital Director	W0011009

20. a) How much latitude is employee allowed in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.
Incumbent has as much latitude in making decisions as established Hospital protocols will allow. Must use initiative and resourcefulness to complete work assignments with only general instruction.

21. Describe the work of this position using this page and/or one additional page only. (Please use the following format to create task statements for actual job duties:)

What is the action being done (use an action verb); to whom or what is the action directed (object of action); why is the action being done (describe the result or outcome expected); *how is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed). For each task, state: Who reviews it? How often? What is it reviewed for?

Number each task and indicate percent of time and identify each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incidental or minimal part of the position or one that can be performed with assistance or by another individual. **OFFICIAL DETERMINATIONS ARE MADE BY CLASSIFICATION SERVICES.**

*The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

No. % E or M

1. 40% E Financial Records: Each medical record must be audited for missed or dropped charges on a daily basis requiring coordination with clinicians and/or technicians assigned to the case. Employee is responsible for reviewing and entering all charges into VetStar when tic sheets are provided by clinicians, veterinary technicians, and students. Interaction with other services in the VMTH will be expected to insure that all related charges are input in a timely manner in an effort to eliminate late bills for the client.
2. 10% E Phones: Act as telephone receptionist for calls into the desk areas by answering multi-line telephone system and meeting the callers needs or directing the caller to the appropriate section or person, via pocket pager, overhead paging system, voice mail transfer, or written notes. Calls include those from the public, referring veterinarians needing consultation or appointments, inter-hospital calls among staff, faculty and senior professional students and emergency care calls. Call duration and difficulty varies greatly and flexibility and finesse are needed each time to make quick judgments of the patron's needs as well as clinician schedules. Extensive knowledge of hospital protocol, faculty and staff rosters, on-call rosters, daily census sheets, and familiarity with medical terminology, customer relations, and sound decision making skills are paramount to maintaining quality performance in this area.
3. 10% E Medical Records: Responsible for the breakdown of discharged patient records. Each medical record must have chart forms put in order as outlined by MR chart order list. A patient history must be run for each record and then be attached to the record. Provide timely and effective flow of medical records between the desk areas and central medical records area by acting as a liaison for clinicians who request records. It is the expectation that once a request is made, the central medical records department will be called so the record can be pulled, signed out in the VetStar tracking system and made ready for pick-up at the central medical record window.
4. 10% E Appointments, Admission & Discharges: Schedule appointments for the services for Small Animal, Large Animal, and Discharge desk. Make appointment lists showing client, clinician, and referring veterinarian by first assessing patient symptoms followed by deciding what hospital service should see the animal. Client and patient information is then matched with an available appointment and entered into the VetStar computer system.

Receive and admit patients for care into the VMTH. This requires accurate typing and computer data-entry skills, and a professional customer service approach. These duties are accomplished by obtaining information from clients on themselves and their animals, entering this data into the VetStar hospital management system, and preparing appropriate forms for admission, including the patient medical record.

Process financial invoices for patient discharge in VetStar. This includes checking data entry of all charges for accuracy and completeness. This will include checking records and entering any missing charges, reviewing applicable markups and charges assessed by faculty veterinarians, and entering other missing information into the VetStar hospital management system. In addition, the employee will collect cash, check, and credit card payments from clients and verify total invoice for accuracy, process credit card payments, refer charge clients for credit status, receive and account for cash received and all cash transactions during duty shift.

These tasks require above average knowledge of medical terminology, familiarity with animal species and breeds, health diseases and symptoms, VMTH protocol, and customer service techniques.
5. 25% E Assist Director of Client Services: Responsible to maintain hospital forms, protocols and work flow charts, create and maintain files, schedule appointments, and run monthly VetStar reports. Assist in other clerical duties as assigned.
6. 5% E Additional Duties: Receive and direct visitors to the Veterinary Medical Complex. Perform additional duties as specified by Director of Client Services, Hospital Administrator, and Hospital Director.

Work is periodically reviewed by supervisor and appropriate section/service heads.

22. a) If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position.

- () Lead worker: Assigns, trains, schedules or oversees work of others.
() Supervisor: Plans, staffs, evaluates, and directs work of employees of a work unit.
() Manager: Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b) List the class titles, and position numbers of all persons who are directly supervised and evaluated by employee in this position.

Title Position Number

23. Which statement best describes the results of error in action or decision of this employee?

- Minimal property damage, minor injury, minor disruption of the flow of work.
- Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.
- Major program failure, major property loss, or serious injury or incapacitation.
- Loss of life, disruption of operations of a major agency.

Please give examples and describe consequences of action.

Employee is in daily contact with the public as well as with faculty, staff and students. Employee's attitude and skill will directly affect the Veterinary Hospital public image, service to clients and internal working relationships. Initiating or training others in ineffectual admissions processes could lead to errors resulting in offended clients which can cause loss of revenue, delayed medical help for patients, acceptance of known credit risks and dissatisfaction among co-workers. Errors in this could lead to under charging or over charging clients, inaccurate patient medical records being filed and/or completion of fiscal reports, which are inaccurate or incomplete.

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Daily contact is made with clients who bring in sick animals for medical care, with staff who help manage the care, veterinarians who treat the animals, faculty and students who teach and learn veterinary medical care, and referring veterinarians who send clients to the hospital. Many of the contacts are transferred to someone else, may require quick judgment on the part of the employee. Quick judgment and sound decision making skills are required to effectively deal clients and employees of the hospital.

Daily contact is made with faculty, staff and veterinary students in the continuously need for providing quality receptionist services at the various receiving desks in the KSU-VMTH.

25. a) What hazards, risks or discomforts exist on the job or in the work environment?

This position is located in an area of much activity and may, as a result, be subjected to stress and discomfort due to criticism or negative comments from one or more of the many who interact with this employee, including angry, stubborn and grieving clients.

b) Describe any methods, techniques, procedures or equipment that must be used to ensure safety for equipment, employees, clients and others.

All CVM employees must complete basic safety training. Newly hired laboratory personnel must complete all training before work may begin in the laboratory. All other employees must complete training and have the Safety Compliance Form on file within 2 weeks. For all personnel, the following training is required:

Chemical HAZCOM Training ; Fire Safety Training ; General Ergo Training ; Office Ergo Training ; Safe Lifting Training

26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which each is used.

IBM compatible computer with VetStar hospital management and word processing software, credit card point-of-sale terminal, typewriter, Lektrierer filing system calculator and telephone are all frequently throughout each workday.

PART III - Education, Experience and Physical Requirements Information.

27. MINIMUM REQUIREMENTS as stated in the State of Kansas Class Specification. (Job skills beyond state specifications should be entered in #29)

One year of experience in general office, clerical and administrative support work. Education may be substituted for experience as determined relevant by the agency.

28. NECESSARY SPECIAL REQUIREMENTS

a) List any licenses, registrations or certifications for this position that are required to perform the essential functions of the position.

N/A

b) Describe the physical requirements of the job as they relate to essential functions (focus on results, not methods of obtaining results).

Physical requirements necessary on a frequent basis include sitting, standing, walking, listening, talking, repetitive finger, wrist, and arm movements in a sedentary environment having controlled environmental conditions.

29. PREFERRED QUALIFICATIONS AND SKILLS

a) List preferred education or experience that may be used to screen applicants.

Two years experience in clerical work experience in a service oriented business, preferably a medical facility. Experience with data processing and personal computer usage.

b) List preferred special knowledge, skills and abilities.

Good public relations skills.

Accurate typing skills.

Ability to communicate professionally under stress such as might be imposed by an abusive client.

Knowledgeable in math, grammar and office administration.

Exposure to medical terminology.

Computer skills, including knowledge of word processing computer software and medical database programs.

Ability and skills to efficiently coordinate calls arriving on a multi-line telephone system.