

**FULTON COUNTY MEDICAL CENTER
JOB DESCRIPTION**

POSITION TITLE: OFFICE CLERK
REPORTS TO: PATIENT ACCESS MANAGER
REVISION DATE: FEBRUARY 2018

I. POSITION SUMMARY:

The office clerk will process duties including sorting and distributing mail to the department mailboxes, operate the mailroom printer and handle all printing requests and function as the primary switchboard operator. The applicant will need to be able to handle a multiple line phone system. This individual will deliver mail to the post office daily.

II. EDUCATION/LICENSURE/CERTIFICATION/REGISTRATION:

- High School graduate or equivalent
- Knowledge of customer service principles and practices
- Knowledge of administrative procedures
- Knowledge of office management systems and procedures
- Knowledge of how to use equipment (i.e. computers, fax machines, copy machines & scanning equipment)

III. CUSTOMER FOCUSED EXPECTATIONS:

While performing the essential functions of this position, the staff member must strive to keep the mission, vision, and values of the Fulton County Medical Center, and be committed to the improvement and best interests of the facility and the services of the Business Office and facility.

IV. TYPICAL PHYSICAL DEMANDS:

1. Standing and walking 40% of the time, and sitting 60% of the time.
2. Occasional lifting and/or moving up to 35 pounds.
3. Hand-eye coordination, finger dexterity, functional visual ability, and depth perception.
4. Reach with hands and arms, climb or balance, stoop or kneel.
5. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
6. Occasional exposure to outside weather conditions.

V. WORKING CONDITIONS:

The noise level in the work environment is usually quiet. However, exposure to noise distractions and unpredictable behaviors will be experienced. Exposure to prolonged viewing of a computer terminal, eyestrain, and repetitive motions will also be experienced.

VI. EQUIPMENT TO BE USED:

1. Telephone system
2. Printer
3. Copier
4. Facsimile Machine

VII. SKILLS TO POSSESS

1. Have good verbal and written communication skills
2. Being able to work in a team
3. Organizational
4. Reliability
5. Stress tolerance
6. Adaptability
7. Listening skills
8. Problem solving
9. Prioritizing

- Mid Probation** 45 days after hire
- End Probation** 90 days after hire
- Annual**



Employee Name: <input style="width: 95%;" type="text"/>	Department: <input style="width: 95%;" type="text"/>	Current Title: <input style="width: 95%;" type="text"/>	Supervisor Name/Title: <input style="width: 95%;" type="text"/>
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Methods of Measurement Include the Following:		<i>AGES SERVED</i>	
<input type="checkbox"/> Direct Observation	<input type="checkbox"/> Documentation	<input type="checkbox"/> Neonates (< 30 days)	<input type="checkbox"/> Adults (> = 18 years and < 65 years)
<input type="checkbox"/> Feedback from staff or patients	<input type="checkbox"/> PI Reports	<input type="checkbox"/> Infants (> 30 days and < 1 year)	<input type="checkbox"/> Geriatrics (> = 65 years)
Period Covered by this Evaluation: <input style="width: 95%;" type="text"/>		<input type="checkbox"/> Pediatrics (> = 1 year and < 13 years)	<input type="checkbox"/> Not Applicable
		<input type="checkbox"/> Adolescents (> = 13 years and < 18 years)	

	Rating			
	D	M	E	
FACILITY WIDE COMPETENCY				<div style="border: 1px solid #ccc; height: 400px; width: 100%;"></div>
INSTITUTIONAL AND/OR PROFESSIONAL STANDARDS <ul style="list-style-type: none"> Comply with regulatory agencies, and institutional and operating systems. Adhere to all Hospital Policies and Procedures as they apply to the area. Knowledge and adherence to Infection Control and Environment of Care Guidelines and Procedures as they are described in the annual education module. Protect patient/customer confidentiality. Comply with HIPAA regulations as they apply to the job. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
PERFORMANCE IMPROVEMENT <ul style="list-style-type: none"> Adhere to current organizational Performance Improvement priorities 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
CUSTOMER SERVICE <ul style="list-style-type: none"> Demonstrate the values of the organization: respect, honesty, integrity, compassion, fairness, innovation and stewardship of our resources. Demonstrate commitment to serving the customer. Demonstrate excellence in communication with the customer. Create a welcoming environment for the patients, family and other interdisciplinary team members 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

ESSENTIAL FUNCTIONS	D	M	E	Comments
Answering the telephone and directing phone calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Accurately transferring phone calls to the correct facility staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Handling a multiple line phone system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Receiving, sorting, and distributing mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Processing mail timely to the mailboxes and to the post office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Accurately distributing mail to the correct department staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Maintaining cleanliness in the mailroom area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Following written and verbal instructions from staff members	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Communicate clearly and professionally both orally and in writing to staff members	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Greeting people entering the department and determining their needs for mail or copies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Being able to handle the pressure of meeting deadlines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Being able to photocopy, scan and fax	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Treat employees with respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Non Essential Functions:	D	M	E	Comments
1. Participates in professional development activities: <ul style="list-style-type: none"> a. In-service classes or on-line courses. b. Shares knowledge with others. c. Reads in-house communications 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Work Habits: <ul style="list-style-type: none"> a. Complies with attendance policies. b. Dresses according to the departmental dress code c. Organizes times, sets priorities d. Spends free time in a constructive manner 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

3. Initiative and judgment: a. Makes necessary work related judgments based upon factual information b. Completes assignments with minimal directions and in a timely manner c. Adapts to a changing work load	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
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D= Does Not Meet Expectations	M= Meets Expectations	E= Exceeds Expectations
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Comments:

Future Plans and Actions:

Employee Comments:

To update our files, please answer the following questions:
Have you received a higher education degree in past 12 months: Yes___ No___
Please forward to Human Resources
Have you received a certification in the past 12 months: Yes___No___
Please forward to Human Resources

I have reviewed this Performance Evaluation

Employee Signature

Date

Evaluator Signature

Date

Department Head or Designee Signature

Date