POSITION SUMMARY

QUEEN'S UNIVERSITY - GENERAL STAFF

POSITION TITLE: Departmental Assistant
DEPARTMENT: Ophthalmology
POSITION NUMBER: 00121174
GRADE: 5 EFFECTIVE DATE: August 12, 2013

JOB SUMMARY:

Reporting to the Director of the Cost-Effective Ocular Health Policy Unit,the incumbent is responsible for assisting in the administration and operation of the office. The Cost-Effective Ocular Health Policy Unit is a research unit, which is actively involved in clinical research, decision analysis and systematic reviews in the field of retinal disease. The incumbent also provides secretarial support for the Director's clinical practice at Hotel Dieu Hospital and several satellite locations.

This position requires a high degree of professionalism, strong work ethic and organizational skills and the ability to work effectively with minimal supervision due to both the nature of the research and the high volume clinical practice. The incumbent works closely with other healthcare professionals including but not limited to clerical support staff, nursing and ophthalmic technicians to provide high quality care to all patients. The operational needs of the position require the incumbent to work extended hours on clinics days.

KEY RESPONSIBILITIES:

- Provides secretarial support relating to patient care. Duties include but are not limited to: telephone reception; booking new and repeat patients for assessments, diagnostics and therapeutic plan; responding to patient queries, performing patient registration, processing referrals including completion of appropriate documentation, preparation of correspondence.

- Perform administrative duties in support of the unit and the Director's research and academic responsibilities including, but not limited to scheduling meetings and appointments, maintaining filing systems related to office operations, maintaining inventory and ordering office supplies; preparing correspondence related administrative and academic matters.

- Managing the Director's activities including teaching schedule, on-call responsibilities and departmental meetings.

- Provides assistance in the compilation of grants, research publications and working papers.

- Prepares and processes financial transactions related to cheque requisitions, purchases, deposits and reimbursements, travel advances/expenses, mileage, purchase orders, journal

entries, and arrangements for events (ie. Venues and catering etc…). Reconciles accounts and maintains financial records, ensuring all transactions are compliant with University policy.

- Assists in budget allocation, including preparation of financial statements, monthly reports and setting up and reconciling accounts.

- Coordinates visiting Professors, special events including Resident Research Day and other duties, which may be assigned from time to time.

- Organizes and disseminates documents, information and various forms of communication. Must have the ability to edit manuscripts, and to review the peer-reviewed medical literature and to critically appraise it.

- Perform data entry into spreadsheets including, but not limited to Excel; and basic statistical analyses.

- Performs other duties as assigned to support the operational requirements.

REQUIRED QUALIFICATIONS:

- A minimum of a two-year post-secondary program in office administration combined with related experience in an administrative or other similar role at the University.
- Knowledge of bookkeeping and accounting practices and the ability to synthesize and organize financial information for periodic reports and budget preparation.
- Advanced skills in office software applications including: word processing, databases, spreadsheets, and basic statistical analyses; knowledge PeopleSoft is an asset.
- Consideration will be given to an equivalent combination of education and experience.

SPECIAL SKILLS:

- Ability to work supportively and collaboratively in a team environment and take initiative as required.
- Excellent organizational and time management skills.
- Ability to work independently with minimal supervision.
- Knowledge of bookkeeping/accounting practices and ability to synthesize and organize financial information in order to provide direction to the Department.
- Ability to edit manuscripts, and to review the peer-reviewed medical literature and to critically appraise it.
- Strong interpersonal and communications skills (written and verbal).
- Ability to research and recommend solutions to resolve problems.
- Ability to work with and maintain highly confidential or sensitive material.
- Excellent judgment and problem solving skills.
- Ability to deal effectively with conflicting demands and stressful situations while maintaining enthusiasm and a positive attitude.

- Analytical ability with strong attention to detail.
- Ability to work non-traditional hours and on weekends during peak periods.

DECISION MAKING:

- Responds to inquiries regarding general human resources policy matters, re-directing more complex inquiries as required.
- Decisions regarding coding of financial transactions, payments and deposits, including determining when to follow up with other staff in Human Resources. Decisions on account reconciliation and identifying inaccuracies.
- Resolves financial and accounting problems within established guidelines determining when to refer issues to senior management.
- Prioritize work and time and decides which task is the most important among several.
- Determines the most appropriate times for meetings, rearranges schedules n the context of competing demands and time availability.
- Makes decisions regarding dissemination of information and methods of communication.

SIGNATURES:

Date

_____ _____

Incumbent

_____ _____

Manager

_____ _____

Department Head/Director or Designate