

JOB DESCRIPTION

This job description is a summary of the typical job duties and requirements that are essential to the evaluation of the job and is not intended to be complete in detail. On occasion, individuals classified on this job may be required to perform functions of a higher or lower skill level not included in this job description.

Job Title: Clinic Assistant		Date: July 29, 2009	
Cost Center #:	Cost Center Name: Private Clinics	Reports to (first level): Clinical Department Administrator	2nd level of Supervision: Chairman

1. JOB SUMMARY & SCOPE:

Carry out receptionist duties at the Private Clinics. Schedule appointments, receive patients and ensure delivery of complete medical records to attending physicians. Handle high volume of patients and attending.
Support the mission and vision of the American University of Beirut Medical Center (AUBMC) and of the Private Clinics.

2. JOB COMPETENCY PROFILE:

- **Client Focus:** Build positive client Relations
 - Receive patients and direct them into doctor's clinics according to the schedule. Handle walk-in patients
 - Handle telephone appointments for in-callers and schedule follow-up consultations requested by attending physician
 - Handle requests by doctors to call back patients and give them follow up instructions
- **Accountability:** Independently complete routine task until successful completion
 - Perform assigned tasks according to well defined procedures
 - Work is spot checked by supervisor
- **Organization Awareness:** Understand Formal Structure of AUBMC and apply internal policies and procedures
- **Initiative:** Recognize and address current issues proactively
- **Communication skills:** Foster Two-way Communication by listening and responding to people's inquiries and concerns
- **Safety and Health Management:** Understand and comply with health and safety policies and procedures
 - Ensure a safe working environment for self and fellow employees
- **Team Skills:** Teamwork / Collaboration
- **Information and Records Administration:** Coordinate basic inter and intra-departmental information management
 - Ensure that results of diagnostic tests requested by the physician are available in the patient's file
 - Handle paperwork related to insurance or organizations contracted by the practice (embassies, travel agencies, etc)
- **Computer skills:** Using AUBMC computers and related applications to convey and retrieve information
 - Proficient in all common computer software such as Microsoft Office tools (Excel, PowerPoint, Word)

- **Planning and organizing:** Prioritize own work. Adjust work schedules to accommodate changing requirements within established deadlines
 - Carry out receptionist duties at the assigned clinic includes opening the clinic in the morning, consulting appointments book (hardcopy or online) and previous day's schedule and retrieving medical file of patients
 - Perform **other related duties** as assigned
- **Professionalism:** Demonstrate positive professional image

3. KNOWLEDGE:

- Basic knowledge of daily clinic operations and organization ranging from patient scheduling and reception to delivery of health care services and processing of paperwork

4. PRINCIPAL WORKING RELATIONSHIPS:

- Frequent contact with patients and their relatives
- Frequent contact with physicians
- Occasional contact with other hospital employees

5. CONSEQUENCES OF ACTIONS OR DECISIONS:

- Actions easily affect patients' satisfaction of the hospital services
- Tardiness heavily affect quality of service provided

6. SUPERVISORY RESPONSIBILITY:

- None

7. PHYSICAL EFFORT:

- Minimal to slight physical effort

8. WORKING CONDITIONS:

- Clean and pleasant working environment. Exposed to patient element.
- Often required to have day/evening shifts

9. MINIMUM JOB REQUIREMENTS:

Education:

Minimum Education: Bac II

Preferred Education:

Field of Expertise:

Experience:

Minimum Experience:

Preferred Experience: Familiarity with a health care clinical setting

Languages:

Minimum Languages: Arabic and English (IET score \geq 500 is preferable)

Preferred Languages: French

Compiled By:

HR Generalist

Date: July 10, 2009

Approved by (Dep Hd, Chairman):

Date:

HR Director's Authorization:

Date:

Supersedes Description:

Title:

Grade:

Date: February 21, 2008

Job Code:

Job Grade:

Date: