

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: Administrative Assistant (Accreditation)		Date: January 15, 2010	
Cost Center #: 261022	Cost Center Name: AUBMC Accreditation Office	Reports to (first level): Accreditation Administrator and Risk Manager	2nd level of Supervision: Chief of Staff/Accreditation Survey Coordinator

1. JOB SUMMARY & SCOPE:

Provide administrative assistance and support to the Accreditation Office, Risk Manager, Accreditation Survey Coordinator and various Task Force Groups to ensure a smooth workflow. Perform a variety of duties including research, preparing reports, tables, minutes, proposals, correspondences and memos as requested. Maintain the supplies for the department and prepare various requests including coordinating for equipment malfunctioning. Write, edit, index, or revise a variety of administrative and technical, user documentation such as bylaws, policies and procedures, articles, reports, brochures, and/or manuals for a wide range of uses. Support the mission and vision of the American University of Beirut Medical Center (AUBMC) and the department by.

2. JOB COMPETENCY PROFILE:

- **Planning & Organizing:** Prioritize and coordinate plans for others' work
 - Provide administrative assistance and support to the Chief of Staff/Accreditation Survey Coordinator, Accreditation Administrator & Risk Manager, Medical Staff Office and, Resource Center in all office needs such as: correspondence, answering phones, arranging meetings, collecting the mail and sharing knowledge on relative matters gained through experience
 - Distribute and maintain the multi-disciplinary policies and procedures manuals in both hard and soft copies
 - Monitor the revision dates for all AUBMC multi-disciplinary and departmental policies and procedures and alert the concerned authorities to revise those policies
 - Initiate and prepare responses to incoming correspondence related to the accreditation activities
- **Information & Records Management:** Manage and analyze information
 - Initiate literature search and compile data required for procedure preparation pre-editing purposes by researching materials needed for policies
 - Establish, initiate and maintain a policy review tracking system for the reviewing bodies such as the Medical Board, Performance Improvement Committee, Accreditation Core group, Task Force Groups, and AUBMC Advisory Committee
 - Perform cross-referencing on the information included in different policies and manuals
 - Assign index numbers for the new AUBMC policies and procedures in accordance with the protocol on policies and procedures
 - Create index of content by title/topic & location in the body of manuals & policies
 - Maintain the current master copies of both multi-disciplinary and departmental policies and procedures manuals
 - Maintain the obsolete policies and procedures as indicated in the policy and procedure protocol

- **Business Acumen:** Understand business fundamentals
 - Understand practical business functions and incorporate them into decision-making
- **English comprehension:** Present written and verbal messages in an advanced English level
 - Prepare, write, type, edit, track changes and proofreads documents such as policies, procedures and manuals starting from hand-written or dictated material in draft form
- **Problem Solving:** Use analytical skills to solve problems in a logical and organized manner
 - Recognize conflicting situations and problems as they arise and determine appropriate resources
- **Team Skills:** Teamwork/Collaboration; Work collaboratively with teammates
 - Maintain a focus on team goals and assist others in accomplishing them
 - Proactively share information and learning with colleagues and seek opportunities to work on teams
 - Assist the Quality Management and Infection Control Programs with text writing and creating educational materials and other documents
- **Resource Management:** Use resources effectively
 - Ensure availability of needed office supplies at all times
- **Accountability:** Independently complete routine tasks until successful completion
 - Work independently with limited direction in carrying out routine assigned tasks and projects
 - Present relevant and timely feedback on project or task status, issues, and potential problems
- **Organizational Awareness:** Understand Formal Structure of AUBMC and apply internal policies and procedures
 - Understand new organization and department development and how it might impact own job and adjust work routines accordingly
 - Understand and accurately apply internal policies and procedures that related to their job
- **Initiative:** Recognize and address current and imminent issues
 - Recognize and act on present issues proactively
 - Act promptly in a crisis situation
- **Human Resource Management:** Demonstrate basic understanding and apply the competency in simple situations
 - Set-up and maintain the office filing and storage system and maintain the human resources records for the office staff
- **Communication Skills:** Foster Two-way Communication by listening and responding to people's inquiries and concerns
 - Independently serve as a contact and liaison officer with various departments and units in the Medical Center for accreditation activities
- **Client Focus:** Respond to client requests efficiently and effectively
 - Identify client needs and expectations and respond to requests efficiently and effectively
 - Contact clients to follow up on services, solutions or products to ensure that their needs have been correctly and effectively met
- **Safety & Health Management:** Ensure safe and healthy working conditions
 - Maintain a safe working environment for self and others

- **Computer Skills:** Word processing and spreadsheet
 - Perform document formatting for all documents and policies and procedures and recommends editorial modifications to those documents
 - Develop forms required for new policies and procedures
 - Proficient in Microsoft Office - Outlook, Word, Excel, PowerPoint and Visio applications. Familiarity with HTML, and JAVA. Typing speed of 50 wpm
- **Professionalism:** Maintain a professional image
 - Understand and follow rules of conduct and ethical guidelines
 - Maintain a professional appearance by dressing appropriately and in accordance with AUBMC dress code

3. KNOWLEDGE:

- Knowledge of medical terminology
- Familiar with accreditation standards

4. PRINCIPAL WORKING RELATIONSHIPS:

- Regular contact with the Chairpersons of Clinical Departments - Medical Board Members, Chief of Staff, Chief of Staff/Accreditation Survey Coordinator, Heads of Departments, Accreditation Administrator & Risk Manager, Medical Staff Office Manager, Medical Data Analyst, Quality Management and Infection Control Programs, and other staff in the Medical Center Administration and other departments

5. CONSEQUENCES OF ACTIONS OR DECISIONS:

- Failure to carryout the job accurately may negatively impact the work of other sections in the Performance Improvement Structure such as the Accreditation Office, Medical Staff Affairs Office, Medical Data Analysis, Quality Management and Infection Control Programs

6. SUPERVISORY RESPONSIBILITY:

- None

7. PHYSICAL EFFORT:

- Minimal physical effort approximately 75% of the working time

8. WORKING CONDITIONS:

- Clean and pleasant

9. MINIMUM JOB REQUIREMENTS:

Education:

Minimum Education: Bachelor's Degree

Experience:

Minimum Experience: 5 years of related office experience

Languages:

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

<p>Compiled By: HR Generalist</p> <p>Date: November 23, 2009</p>	<p>Approved by (Dept. Head, Chairman):</p> <p>Date:</p>
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<p>HR Director's Authorization:</p> <p>Date:</p>
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Supersedes Description:	Job Code:
Title:	Job Grade:
Grade:	Date:
Date: 25 May, 2005	