

## ADMINISTRATIVE ASSISTANT

Brookfield, WI / Oconomowoc, WI / Pewaukee, WI

### Job Description

#### POSITION SUMMARY

The successful candidate will perform various secretarial, clerical and administrative duties supporting physicians, including acting as liaison between the physician and the patient. Candidate will provide correspondence, manage patient medical records, answer and reply to phone calls, schedule surgeries, maintain outlook calendars for physicians and provide administrative support to various co-workers within the organization.

Excellent oral and written communication skills are essential. Strong critical thinking, problem solving and attentiveness to detail required. Ability to demonstrate responsibility and dependability when completing assignments; plan and organize work according to established priorities and complete assignments accurately within established time frames. Demonstrates professionalism, cooperation, courtesy and consideration when working effectively with varied people.

#### JOB FUNCTIONS

1. Provide professional, accurate administrative support to physicians and staff as needed.
2. Maintain and coordinate calendars and physicians schedules for clinical and surgical appointments
3. Educate and communicate patients to provide comprehensive patient care and understanding
4. Communicate directly with patients regarding upcoming and past appointments as needed for day to day clinical operations to flow smoothly.
5. Produce, retain and organize medical records related to the patients of OAW
6. Listen to others and effectively communicate in a clear and concise manner through written and verbal communication
7. Interact daily with employees and management
8. Exhibits professionalism at all times

#### MINIMUM REQUIREMENTS

Associates degree in business related or equivalent field preferred

Two or more years of related experience as an assistant to a physician or in an administrative support role

Medical terminology preferred

Experience with Outlook Calendar and Excel

Proficient in all standard business software

Ability to write, speak and interact clearly and professionally

Extremely organized. Strong multi-tasking and time-management skills

Can handle sensitive information with the highest degree of integrity and confidentiality

EPIC EMR system experience strongly preferred