

MARQUETTE GENERAL HOSPITAL

JOB DESCRIPTION

POSITION: Clerical Support DEPARTMENT: Housekeeping (8500)
SUPERVISED BY: Dir, Housekeeping SUPERVISES: None
EFFECTIVE DATE: February 27, 1998 JCC: 700
REVIEW DATE: 3/98; 2/99; 9/03 REVISED DATE: 3/98; 2/99; 9/03
PREPARED BY: Ellen Greer E.L.G. TITLE: Dir, Housekeeping
RECOMMENDED BY: Dennis Boe DB TITLE: Asst. Admin/Facilities Mgt
APPROVED BY: Al Hendra TITLE: Asst. Admin./Hum. Res.

POSITION SUMMARY:

Provides clerical services, and record keeping for the Housekeeping and Laundry Department in addition to receiving and dispatching messages for the department.

POSITION ACCOUNTABILITIES/COMPETENCIES:**

Does
Meets Not
Meet*

- 1. Maintains established hospital and departmental policies and procedures, objectives, performance improvement program, safety, environment of care, management of information, and infection control standards. (1,5)
- 2. Utilizes excellent customer service skills at all times. (1,5)
- 3. Complies with federal and state law and accrediting and licensing agencies at all times, to include but not limited to, JCAHO and federal compliance regulations. (1,5)
- 4. Prepares memos, correspondence, department minutes, work orders, and reports for distribution. (1,3)
- 5. Documents all lost and found articles and follows up for return. (1)
- 6. Answers telephone promptly, responding to messages/inquiries in an accurate and courteous manner. Receives incoming inquiries, directs appropriately and takes complete and accurate messages. (1,3,5)

- 7. Maintains employee schedules, making necessary changes due to sick calls, etc., during absence of Director and/or Supervisors and acts as timekeeper prior to Director approval. Posts approved vacations and personal leave days. (1,3,5)
- 8. Maintains confidentiality and integrity in handling of privileged information.
- 9. Directly interacts with all departments to coordinate housekeeping requests. Dispatches beds and priorities stat cleans. (1,3,5)
- 10. Maintains active and inactive files in accordance with established procedures. Updates policies and procedures as requested. (1)
- 11. Assists in the care and maintenance of department equipment and supplies. Completes internal office supply ordering. (1,5)
- 12 Performs other related duties as assigned or requested.

*Comment or data needed to support this.

**Those activities that employees are required to and able to perform independently following procedure and/or criteria.

POSITION QUALIFICATIONS:

Minimum Education/Experience:

- High school or equivalent

Minimum Experience:

- 6-12 months

Required Testing:

- Keyboarding - Review only
- Microsoft word - editing, formatting from a rough draft
- Medical terminology
- Transcribing from machine dictation
- Excel - spreadsheet
- Alpha/numeric filing

Additional Skills:

- PowerPoint - knowledgeable
- Compose letters/memorandums
- Research information
- Use of appropriate telephone etiquette
- Schedule appointments
- Appropriate use/maintenance of standard office equipment
- Ability to learn/demonstrate basics of applicable MGHS computer network/programs

Physical Demands:

- Mostly sedentary work
- Occasional standing/walking
- Lifts supplies/equipment
- Occasional reaching, stooping, bending, kneeling and crouching

Working Conditions:

- Subject to varying and unpredictable situations
- Subject to many interruptions

- (1) The performance of this function is the reason that the job exists and is a critical activity.
- (2) There are limited employees among whom the performance of this function can be distributed.
- (3) This function occupies a great deal of the employee's time.
- (4) This function is highly specialized. Employees are hired for the skill/ability to perform this.
- (5) Failure to perform this function may have serious consequences.
- (6) Exposure to bloodborne pathogens that requires use of personal protective equipment.

The above statements are intended to describe the nature and level of work being performed. They are not construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. (8500) 7445_0700