



Job Description

Job Title: Medical Secretary Supervisor (RN)

Department: Medical Secretary / Leadership Team

Supervision Received: Reports to Director of Administrative Services

Supervision Exercised: Supervises Medical Call Secretaries, Medical Check-Out Secretaries, Pre-Certification Secretary

Job Summary: The Medical Secretary Supervisor oversees and coordinates the Medical Secretary department in an effort to efficiently serve providers, patients and other departments. Along with other specific duties, the Medical Secretary Supervisor coordinates staffing and personnel issues within the department, as well as works with other leaders to review and refine scheduling and interdepartmental processes.

Essential Functions:

1. Serves as a role model for Medical Secretaries, setting the example for work ethic, attitude and behaviors
2. Manages daily operations; directs and coordinates staffing, scheduling and appropriate use of float staff in the Medical Secretary department
3. Interviews and recommends qualified candidates for open Medical Secretary positions
4. Conducts performance appraisals, coaching, training and development for all positions in the Medical Secretary department
5. Documents information regarding employee discipline, coaching, and/or non-compliance of company policies
6. Establishes an interrelationship with providers, other practice leaders and departments to achieve the overall priority of efficiently and effectively serving the patients and providers
7. Researches and finds solutions for scheduling and/or process issues
8. Communicates with patients who may be upset or dissatisfied to determine any potential solution for their complaint; follows-up with involved employees and/or providers when necessary
9. Observes and trains with each position within the Medical Secretary department to propose potential process changes and enable coverage when needed
10. While potentially covering at a secretary position:
 - a. Schedules patients for laboratory tests, office visits, consultations, out-patient testing, referrals; relays information regarding preparation for laboratory tests, examinations, procedures; communicates testing results; prescribes medication upon providers' orders
11. Orients and participates in the training process for new Medical Secretaries

Requirements & Preferences:

- Exemplary interpersonal skills necessary in order to direct and assign work, explain procedures, communicate effectively with providers and staff when identifying and resolving problems and evaluating employee performance.
- Position presents a variety of complex, changing work, much of which cannot be anticipated. Requires ability to make decisions, to perform under pressure and effective communication and leadership skills.
- Professionalism, efficiency, accuracy and courteous manner are required.
- Current license as a RN in the state of Ohio - Required
- Medical terminology, ICD-10 and CPT coding knowledge is helpful.
- Experience in personnel management or supervision is preferred.

This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills and abilities may change as needs evolve.