



501 East 38th Street
Erie, PA 16546

814-824-2000
800-825-1926

mercyhurst.edu

Office Manager of the Health and Counseling Center

Location: Erie
Department: Health and Counseling Center
Reports To: Executive Director of Wellness
Full/Part Time: Full time
Classification: Non-exempt

POSITION SUMMARY

The Office Manager is responsible for providing secretarial, clerical, and administrative support to ensure that the Cohen Health Center and the Counseling Center provide services that are effective, efficient, and customer friendly.

DUTIES AND RESPONSIBILITIES

Respond to student complaints and situations, and providing follow-up with appointment changes and cancellations. Provide taxi vouchers as indicated.

Maintain student charts for healthcare provider visits and maintain organized patient files.

Coordinate with consulting psychiatrist with appointment reminders and chart organization.

Track and report statistics throughout the term of various types of visits and services received by students.

Organize and supervise work study student schedules and activities.

Order medical and office supplies from vendors.

Open and distribute mail.

General secretarial duties including typing, word processing, and filing.

Review and enter freshmen and transfer students' health history forms into the Datatel system.

Contact incoming students to assure completion of all necessary forms.

Maintain daily communication with Director, physicians, nursing, and therapy staff, and respond in a timely manner to departmental needs.

Assist with the general needs and other duties of the department as directed by the Director.

EDUCATION AND EXPERIENCE

High school diploma

Three years of extensive secretarial experience including good computer skills; strong written and oral communication skills

Telephone skills necessary or equivalent combination of education and experience.

SKILLS AND ABILITIES

Able to work in a fast-paced, team environment.

Confidentiality is critical.

Strong interpersonal and communication skills.

Clerical or general office skills necessary

High ethical standards and professional behavior.

Able to work independently.

Proficient in using database, word processing, and spreadsheet software.

APPLICATION PROCESS