

## **Mercyhurst University Job Description**

**Job Title:** Office Manager - Health Center and Counseling Center  
**Department:** Health and Counseling Centers  
**Location:** Erie  
**Classification:** Staff  
**FLSA:** Non-Exempt

### **SUMMARY**

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

### **DUTIES AND RESPONSIBILITIES**

- Extensive telephone responsibilities, including answering all lines for the Health and Counseling Centers, notifying appropriate health team personnel of various student complaints and situations, and providing immediate notification of team members when a student appears to be in crisis or considerable distress.
- Courtesy and hospitality in direct communication with students, physicians, team members, and campus personnel.
- Schedule Health and Counseling Center appointments and follow-up with appointment changes and reschedules. Provide taxi vouchers as indicated.
- Prepare student charts for healthcare provider visits and maintain organized patient files.
- Assist consulting psychiatrist with appointment reminders and chart organization
- Maintain 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 various vendors, maintain competitive pricing, work with healthcare team to assure that necessary supplies are on hand as needed throughout the year
- Work with Stericycle and internal team to assure Stericycle policies for disposal of hazardous biological wastes are followed
- 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 who do not complete forms, and assure completion.
- 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**

H.S diploma; 3 years of extensive secretarial experience including good computer skills; strong written and oral communication skills; must be task oriented, goal directed and able to work with a diverse population; extensive telephone skills necessary or equivalent combination of education and experience.

## **KNOWLEDGE, SKILLS AND ABILITIES**

Able to work in a fast-paced, team environment. Confidentiality is critical. Must possess strong interpersonal and communication skills (verbal and written); excellent clerical/general office skills; and high ethical standards and professional behavior. Must have excellent customer service skills; be able to work independently; and be proficient with database, word processing, and spreadsheet software.

## **WORK CONDITIONS**

Office environment; exposure to computer screens; occasional travel.

Interested candidates can send cover letter, resume and three work-related references to:

Mercyhurst University, Attn: Human Resources, 501 E. 38th Street, Erie, PA 16546 or by email to [hrinfo@mercyhurst.edu](mailto:hrinfo@mercyhurst.edu).

Mercyhurst University is an Equal Employment Opportunity Employer that encourages members of diverse groups to apply.