



Administrative Assistant

Department: Physician Assistant
Status: Non-Exempt, Full Time
Closes: Open until filled

Report To: Chair, Department of Physician
Assistant Studies
Classification: Staff

DUTIES AND RESPONSIBILITIES

REPORTING AND AUTHORITY STRUCTURE

- Responsibilities are performed under the supervision of the Department Chair/Program Director of the Department of Physician Assistant Studies. The Administrative Assistant will work closely with the Department Chair/Program Director, Medical Director, Director of Clinical Education, Director of Didactic Education, Director of Assessment, Director of Admissions, Director of Student Success, and Faculty/Clinical Coordinators.
- Work in close cooperation with and handle delegated assignments from the Department Chair/Program Director.

ADMINISTRATIVE & OPERATIONAL SUPPORT

- Perform a wide variety of administrative duties including handling incoming messages; screening and referring calls and arranging appointments, as directed; reviewing and distributing incoming mail; maintaining secure and complete electronic and physical files, including documentation required for accreditation, institutional compliance, and student progression; preparing and/or typing standard letters, records, and correspondence as directed; completing student professional license applications; and performing other projects and duties as assigned.
- Maintain excellent public relations through communications with the public, students, other departments and agencies; respond courteously to inquiries, provide information within the scope of responsibility.
- Maintain department/supervisor's calendar, arranging and/or monitoring scheduling for seminars, training, meetings, travel, and related department functions.
- Initiate and accurately complete daily/weekly/monthly/annual reports, announcements, etc., and prepare complex and/or special reports as directed.
- Oversee the maintenance of accounting records for the department i.e., billing, expenditures, revenues, inventory.
- Process clinical rotation requisitions and coordinate preceptor payments in accordance with University financial procedures.
- Coordinate collection and submission of course syllabi each semester, including verification of required signatures and timely submission to the University syllabi repository.
- Compile and submit semester textbook adoption information to the University bookstore, including coordination with faculty to confirm current editions and updates.
- Review administrative processes and suggest improvements to promote efficiency, accuracy, and effective use of resources.
- Supervise work study students who assist the department with office duties.
- Attend general department meetings, create meeting agendas, and accurately document meeting minutes in a timely manner.

ACCREDITATION & ONGOING PROGRAM ASSESSMENT SUPPORT

- Accurately complete agendas and minutes for program development meetings; accurately complete



documents required for accreditation and to maintain continuous program evaluation; maintain cumulative records for ongoing program assessment and make periodic audits as necessary; assist with maintenance and organization of assessment data in support of ongoing program evaluation; coordinate and attend accreditation mock visits and ARC-PA accreditation site visits; support compliance with ARC-PA Accreditation Standards and University policies.

- Work with Department Chair/Program Director and Mercyhurst University marketing to maintain DPAS departmental website to remain compliant with ARC-PA accreditation standards.
- Compile and prepare cumulative Master's Portfolio documentation for graduating students, including collection, organization, and printing of required program completion materials for summative evaluation and graduation verification.

EXAM, ASSESSMENT & ACADEMIC RECORD SUPPORT

- Support the implementation and ongoing operational use of ExamSoft secure testing software, including assisting faculty with entering, assigning, and launching examinations, supporting exam data reporting, and assisting students with software installation, exam access, and submission processes.
- Coordinate remediation and student self-analysis processes, including preparation and distribution of required forms, tracking completion, collecting documentation from faculty, maintaining logs of remediation activities, and securely storing required remediation records.
- Enter and maintain assessment, rubric, and evaluation data in support of faculty grading, academic record management, and academic progression reporting.
- Track and maintain documentation of required service-learning activities, including preparation and distribution of completion certificates, and ensure inclusion in the student academic record as applicable.
- Assist faculty with courses as needed: classroom preparation, copy center requests, proctoring ExamSoft examinations.

ADMISSIONS & STUDENT SUPPORT

- Serve as the primary administrative point of contact for students and faculty regarding program-related administrative matters.
- Responsible for providing administrative support to the Director of Admissions and the Admissions Committee throughout the admissions process.
- Responsible for monitoring, reviewing, and responding to PA program email inquiries; coordinating Meet-and-Greet events for accepted students; managing student immunization, background check, and drug screening documentation; assisting with new student orientation; and maintaining student records in accordance with program and accreditation requirements.

PROGRAM EVENTS & EXTERNAL ENGAGEMENT

- Coordinate annual program events including White Coat Ceremony, AAPA and PSPA student membership, and student attendance at the state PSPA conference.

EDUCATION AND EXPERIENCE

- Medical background preferred.
- Associate or bachelor's degree preferred; relevant professional experience may be considered in lieu of formal education.
- Experience performing assignments or projects that demonstrate a high degree of organization and independent judgment preferred.
- Must be able to operate a personal computer and quickly learn to use the software programs or platforms of the department, to include CASPA, Typhon, ARC-PA Portal, ExamSoft, Blackboard, and Microsoft Office



Suite (particularly Word and Excel).

- Must demonstrate knowledge of office operations and administrative procedures and the ability to work effectively in a fast-paced environment requiring discretion and sound organizational judgment.
- Must be able to quickly learn and apply knowledge of the program structure and departmental policies and procedures.
- Must be able to do basic accounting and mathematical computations with a high degree of accuracy to oversee the maintenance of accounting records for the department (billing, expenditures, revenues, inventory).
- Subject to a criminal background check and required clearances prior to employment.
- Candidate must be currently eligible to work in the U.S.

KNOWLEDGE AND SKILLS

- Ability to handle multiple interruptions and adjustments to priorities throughout the day while maintaining work accuracy.
- Ability to communicate effectively with diverse and sometimes distressed individuals and to handle situations calmly and professionally.
- Ability to demonstrate strong written communication skills, including drafting and proofreading professional correspondence and documents with a high degree of accuracy.
- Ability to prioritize workload and meet deadlines.
- Ability to collaborate effectively with faculty, administrators, and students.
- Ability to maintain strict confidentiality and appropriately manage sensitive student, health, and personnel information in accordance with the Family Educational Rights and Privacy Act (FERPA), the Health Insurance Portability and Accountability Act (HIPAA), and University policies.

WORKING CONDITIONS

- Operates in a climate-controlled office with no exposure to environmental work hazards.
- Walking, reaching, bending, manual dexterity, good vision and hearing, and ability to lift approximately 10 lbs.
- Work hours will typically align with the regular operating hours of the University. Occasional evenings or weekend hours may be required to support scheduled events (e.g., admissions activities, orientation, ceremonies) or accreditation-related needs.
- Occasional local travel may be required for departmental errands or program-related activities.

APPLICATION PROCESS

Review of applications will begin immediately and continue until the position is filled or until date indicated above. Send cover letter, resume and 3 work-related references to:

Human Resources Mercyhurst University
501 East 38th Street
Erie, PA 16546
hrinfo@mercyhurst.edu

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501 East 38th Street
Erie, PA
16546
814-824-2000
800-825-1926
mercyhurst.edu

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Candidates must be currently eligible to work in the United States.