



Clinical Operations Coordinator

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

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

POSITION SUMMARY

The Clinical Operations Coordinator is responsible for the coordination, implementation, and continuous improvement of operational processes supporting the clinical phase of the program. This position manages day-to-day logistics of clinical education, including student placements, preceptor onboarding, processing of affiliation agreements and compliance tracking. This role directly supports the Director of Clinical Education, who retains full responsibility for clinical education policies, student evaluation, curriculum development, site approval, and accreditation compliance.

REPORTING AND AUTHORITY STRUCTURE

- Responsibilities are performed under the supervision of the Department Chair/Program Director of the Department of Physician Assistant Studies. The Clinical Operations Coordinator will work closely with the Department Chair/Program Director, Medical Director, Director of Clinical Education, Director of Assessment, and Faculty carrying clinical rotation workload
- Work in close cooperation with and handle delegated assignments from the Department Chair/Program Director
- Reports to and supports the Director of Clinical Education by overseeing day-to-day clinical education logistics, execution, and systems management

CLINICAL OPERATIONS AND LOGISTICS

- Coordinate and manage student clinical rotation schedules across all required and elective rotations for 30 students for nine rotations for a total of 270 rotations per clinical year
- Maintain, optimize, and utilize clinical placement systems required by the University and clinical sites
- Conduct pre-rotation planning meetings with students to review rotation sequencing, housing arrangements, site expectations, and logistical requirements for upcoming placements
- Notify, track, and ensure completion of clinical site-specific student onboarding requirements including immunizations, clearances, and certifications
- Monitor rotation capacity and proactively identify placement concerns such as gaps or risks

CLINICAL SITE AND PRECEPTOR COORDINATION

- Serve as the primary liaison for clinical sites and preceptors for logistical needs
- Manage preceptor onboarding processes including documentation collection, database entry, and communication, and monitoring expiration dates for credentials
- Track status of affiliation agreements and ensure documentation is complete and current
- Collaborate with legal counsel and relevant University offices to support maintenance of active clinical affiliation agreements
- Maintain accurate records of clinical sites, preceptors, and placement history
- Confirm clinical rotation completion eligibility for preceptor payment and provide approved payment information to departmental administrative staff for processing



- Identify potential clinical sites and preceptors; conduct outreach and coordinate placement logistics to support clinical placement capacity in collaboration with the Director of Clinical Education

ACCREDITATION & ONGOING PROGRAM ASSESSMENT

- Track and report clinical compliance metrics such as clinical site documentation, student clearances, and onboarding completion
- Generate reports on student placement status, preceptor utilization, site capacity and gaps
- Is an active member of the Clinical Phase Committee
- Support preparation of materials for accreditation review
- Maintain and update the clinical affiliation database on the ARC-PA Portal in support of ongoing accreditation reporting and program compliance
- Maintain Typhon logging software with updated clinical affiliate and preceptor database; monitor student logging and query of logging database in support of ongoing program evaluation

OPERATIONAL SUPPORT AND PROCESS IMPROVEMENT

- Identify inefficiencies and implement process improvements in clinical operations workflows
- Maintain standard operating procedures for clinical coordination processes
- Troubleshoot and resolve day-to-day operational issues related to clinical placements
- Provide administrative support for clinical education events
- Perform variety of duties including handling incoming messages; maintaining secure and complete electronic and physical files, including documentation required for accreditation, institutional compliance, and student progression; maintaining records and correspondence in support of program operations
- Attend and participate in department and clinical education meetings
- Supervise work-study student(s) and delegate appropriate program-related tasks to complete

COMMUNICATION AND COORDINATION

- Serve as the primary operational contact for students regarding scheduling and placement logistics
- Coordinate communication between students, preceptors, clinical sites, and program leadership
- 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
- Escalate clinical education issues as appropriate to the Director of Clinical Education

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

KNOWLEDGE AND SKILLS

This position requires excellent communication skills as well as strong organizations skills and the ability to work independently or collaboratively within varying environments.

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