



Office Manager of the Health and Counseling Center

Department: Health and Counseling
Status: Non-Exempt, Full Time, 12-month
Closes: Open until filled

Reports To: Executive Director of Wellness
Classification: Staff

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

- 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.
- 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 the internal team to assure Stericycle policies are followed for disposal of hazardous biological waste.
- 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
- Extensive secretarial experience including good computer skills; strong written and oral communication.

REQUIRED CLEARANCES

Act 153 Clearances are required and can be provided through Mercyhurst University.

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.

WORKING CONDITIONS:

Office environment; exposure to computer screen; occasional travel

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, include the position of interest in the subject line, 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.