

FEDERAL WORK STUDY PROGRAM

College Medical Assisting Worker

Location: Griffin 7:30 a. – 6:00 p.

Under general supervision, provides assistance to students, instructors, staff members and the general public while working in the Medical Assisting department. Greets visitors in a pleasing manner; determines the nature of their business, and provides appropriate information to other employees as needed; answers, screens and routes telephone calls promptly and courteously to appropriate staff; delivers complete, accurate and legible messages in a timely manner. Properly responds to all inquiries and requests for information in a courteous and timely manner.

Assists with accessing and compiling information from BANNER; compiling student ready lists; assists with maintaining an orderly and clean environment in and around the office; provides administrative support such as typing, filing, ordering supplies, shredding documents, data entry, sorting mail, etc.; performs other duties as necessary.

Accepts direction and feedback from supervisors and follows through appropriately.

Works when scheduled; begins and ends work as expected; calls in according to policy when arriving late for work or when absent; observes policies on break and lunch periods; uses work time appropriately.

Demonstrates eagerness to learn and assume responsibility; seeks out and accepts increased responsibility; displays a "can do" approach to work.

Shows persistence and seeks alternatives when obstacles arise; seeks alternative solutions; does things before being asked or forced to by events.

**Minimum Qualifications:**
A thorough knowledge of BANNER; self-starter, excellent interpersonal and customer service skills; highly organized, strong verbal communications skills. Knowledge of proper phone etiquette; professional dress; knowledge of phone system operation; and knowledge of college activities and operations; ability to utilize a copy and fax machine; must be detailed oriented.