

UW HEALTH JOB DESCRIPTION

OFFICE ASSISTANT

Job Code: 300090	FLSA Status: Non-Exempt	Mgt. Approval: Multiple	Date: May 2024
Department: Multiple		HR Approval: M. Grayson	Date: May 2024

JOB SUMMARY

The Office Assistant is responsible for providing basic operational, administrative, clerical, or other support in a variety of settings such as a hospital department, clinic, administrative department, unit, or area. This position works under clearly defined procedures.

MAJOR RESPONSIBILITIES

- Provide exceptional customer service while performing assigned duties, which could include some but not limited to the following.
- Provide clerical support to an area or department.
- Answer multi-line telephone, assist callers, and greet and engage with customers and direct visitors.
- Assist with scanning, filing, mailing, and printing documents.
- Schedule meetings as requested.
- Prepare form letters and correspondence.
- Perform basic data entry into applicable systems.
- Order supplies, materials, services, and/or equipment.
- Maintain the cleanliness and general order of the area or department.
- Receive deliveries, unpack, and store inventory. Stock inventory to appropriately meet customer utilization.
- Maintain inventory to appropriate stocking (“par”) levels.
- Maintain the storage conditions of the goods received.
- Provide backup clerical support to other roles during absences or periods of high workloads in the department.
- Perform other duties as assigned.

**ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED
CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.**

JOB REQUIREMENTS

Education	Minimum	High School diploma or equivalent
	Preferred	
Experience	Minimum	None
	Preferred	1 year of experience in an administrative support role
Certifications	Minimum	None
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Excellent interpersonal/verbal and written communication skills • Knowledge of Microsoft Office programs • Ability to present oneself in a professional manner and provide excellent customer service. • Excellent organizational skills • Ability to work independently and to prioritize workload to complete projects with minimal supervision

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

<input type="checkbox"/> Infants (Birth – 11 months)	<input type="checkbox"/> Adolescent (13 – 19 years)
<input type="checkbox"/> Toddlers (1 – 3 years)	<input type="checkbox"/> Young Adult (20 – 40 years)
<input type="checkbox"/> Preschool (4 – 5 years)	<input type="checkbox"/> Middle Adult (41 – 65 years)
<input type="checkbox"/> School Age (6 – 12 years)	<input type="checkbox"/> Older Adult (Over 65 years)

JOB FUNCTIONS

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Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
X	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
	Light: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:				

Note: Individuals who are employed at the Fitness Center will be expected to meet the "Light" physical demand level listed above and may periodically assist with tasks categorized in the higher physical demand levels.

Individuals who are employed at the Clinical Collaboration Zone (CCZ) will be expected to meet the "Medium" physical demand level listed above.

The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.