

## JOHNSON MEMORIAL HOSPITAL JOB DESCRIPTION

**POSITION:** Admissions Clerk

**SUPERVISOR:** Volunteer Coordinator & Department Director

**DEPARTMENT:** Volunteer Services

**DEPARTMENT MISSION:** The mission of the Volunteer Services Department of Johnson Memorial Hospital is to serve everyone in our hospital and community with dignity, respect, and equality.

**PURPOSE:** Assists as needed throughout the hospital in a variety of both patient contact and non-patient contact areas.

**JOB RESPONSIBILITIES:**

- Frequent interaction with patients, hospital staff and physicians.
- Performs clerical duties such as copying, filing, labeling, sorting, etc.
- May transport patients to rooms.
- Give directions
- Performs additional duties as requested by Volunteer Coordinator.

**PERFORMANCE REQUIREMENTS:**

1. **KNOWLEDGE, SKILLS, AND ABILITIES:** Knowledge of hospital services and their locations, ability to take instruction, ability to work independently, good customer service skills, and eye for detail.
2. **EQUIPMENT USED:** Copier, telephone, wheelchairs.
3. **MENTAL DEMAND:** Ability to maintain confidentiality, reading, reasoning, verbal communication; performs routine duties independently, following prescribed procedures.
4. **COMMUNICATIONS:** Frequently interaction with hospital staff. Performance expectations for this position include timely and accurate information as well as courteous and respectful communication. Be willing to ask questions.
5. **PHYSICAL EFFORT:** Minimal to moderate physical effort, including bending, crouching, kneeling, carrying, pushing, reaching, sitting, standing, talking, hearing, walking, seeing. The typical work day involves the following physical strength requirements:

***Medium work:*** exerting 20-50 pounds of force occasionally and/or 10-25 pounds of force frequently.

6. **WORKING CONDITIONS:** No exposure to blood/body fluids.
7. **EDUCATION, EXPERIENCE, AND TRAINING:** Minimum of 8<sup>th</sup> grade education.
8. **POPULATION BEING SERVED BY POSITION:** Position deals with customers of all ages.

**APPROVED BY:**

_____ Volunteer Co-ordinator	_____ Date
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<p><b><i>I have read and understand the responsibilities and requirements of my job description.</i></b></p>	
_____ Volunteer Signature	_____ Date