

DATE: 11/15/2024

**TITLE: Administrative Assistant, Medical Examiner
Office (MEO)**

HUMAN RESOURCES USE ONLY:

SALARY TABLE: AP

CLASS CODE: PN528

UNION: P&A Local 1979 U.A.W.

SALARY GRADE: 11

EEO CODE: 30

JOB GROUPING:

FLSA: Non-Exempt

EMPLOYEE CLASS: PN

POSITION PURPOSE

The Administrative Assistant, MEO provides administrative and operational support within the Medical Examiner’s Office. This includes acting as a liaison to families, funeral homes, police and other outside agencies. This role provides support to the internal doctors relating to cases and autopsy status and reporting.

Essential Job Functions	Estimate % of time Performing Job Duties
<p>Administrative and Records Support</p> <p>Complete autopsy reports, death certificates and pending death certificates. Ensures accuracy and completion. Upload reports into multiple systems for recordkeeping and retrieval purposes.</p> <p>Support the assigned doctors. Process daily case files, record decedents information.</p> <p>Process and provide requested reports and documents from external agencies such as law enforcement, public health, trauma hospitals, funeral homes, and families.</p> <p>Maintain and process Gift of Life records.</p>	45%
<p>Customer Support Service</p> <p>Answer phones, assist callers with inquiries, acts as a primary resource to families and the public who call or visit the Medical Examiner’s Office.</p> <p>Greet family/next of kin member, refer them to the resources they need. Provide assistance to the public who are seeking information and/or documents.</p> <p>Log all calls and inquiries into the Cherwell program for tracking and managing statuses.</p> <p>Accurately track all inquiries in-person, phone, and/or email into the Cherwell database for recordkeeping, reporting and financial purposes.</p>	35%
<p>Maintain and provide drug surveillance cases for the University of Michigan and Wayne County personnel.</p>	10%
<p>Function as a back up to fellow support staff as assigned.</p>	5%
<p>Other duties as assigned</p>	5

WORK CONTEXT

THIS DESCRIPTION IS INTENDED TO INDICATE THE KINDS OF TASKS AND LEVELS OF WORK DIFFICULTY THAT WILL BE REQUIRED OF POSITIONS THAT WILL BE GIVEN THIS TITLE AND SHALL NOT BE CONSTRUED AS DECLARING WHAT THE SPECIFIC DUTIES AND RESPONSIBILITIES OF ANY PARTICULAR POSITION SHALL BE. IT IS NOT INTENDED TO LIMIT OR IN ANY WAY MODIFY THE RIGHT OF ANY SUPERVISOR TO ASSIGN, DIRECT AND CONTROL THE WORK OF EMPLOYEES UNDER THEIR SUPERVISION. THE USE OF A PARTICULAR EXPRESSION OR ILLUSTRATION DESCRIBING DUTIES SHALL NOT BE HELD TO EXCLUDE OTHER DUTIES NOT MENTIONED THAT ARE OF SIMILAR KIND OR LEVEL OF DIFFICULTY.

This grid characterizes the position scope.

Job Reports to:	Manager
Leadership Accountability:	Implements operating plans
Supervisory Accountability:	None
Organizational Accountability:	None
Financial Accountability:	Monitors expenditures
Customer Accountability:	Interfaces with customers outside the S/C/D
Freedom to Act:	Subject to regular review by supervisor

MINIMUM QUALIFICATIONS

Education Bachelor's degree

Bachelor's degree in related field from an accredited college/university. Coursework in business administration, accounting or related field and/or equivalent combination of education and/or experience may be accepted.

Experience Experienced (minimum 2 years of job-related experience)

Two years' experience working in an office environment, medical examiner office preferred. Experience in providing customer service, administrative and operational support. Experience in accounting principles and/or bookkeeping, processing invoices, accounts receivables and/or records management.

Knowledge, Skills and Abilities

Must be an effective communicator, both written and verbal, capable of communicating to both subordinates, peers and management as required. Good interpersonal skills required and strong customer service skills.

Must be able to demonstrate empathy and tact to manage emotional family members including dealing with sensitive and confidential human relations situations. Compassionate and professional demeanor.

Can perform work with close diligence. Organizational skills and ability work with established deadlines and under pressure. Flexible and willing to adjust schedule for departmental needs.

Ability to quality check work with a keen attention to detail. Strong analytical skills required including critical thinking, problem-solving skills. Must be able to work independently. Analyze and interpret data in hard copy or electronic form; detect errors and discrepancies. Must be able to demonstrate good judgment.

Proficient in Microsoft Office and recordkeeping database systems.

Working Conditions

Works in a normal office environment.

THIS DESCRIPTION IS INTENDED TO INDICATE THE KINDS OF TASKS AND LEVELS OF WORK DIFFICULTY THAT WILL BE REQUIRED OF POSITIONS THAT WILL BE GIVEN THIS TITLE AND SHALL NOT BE CONSTRUED AS DECLARING WHAT THE SPECIFIC DUTIES AND RESPONSIBILITIES OF ANY PARTICULAR POSITION SHALL BE. IT IS NOT INTENDED TO LIMIT OR IN ANY WAY MODIFY THE RIGHT OF ANY SUPERVISOR TO ASSIGN, DIRECT AND CONTROL THE WORK OF EMPLOYEES UNDER THEIR SUPERVISION. THE USE OF A PARTICULAR EXPRESSION OR ILLUSTRATION DESCRIBING DUTIES SHALL NOT BE HELD TO EXCLUDE OTHER DUTIES NOT MENTIONED THAT ARE OF SIMILAR KIND OR LEVEL OF DIFFICULTY.