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## Medical Operations Administrative Assistant

**SPAULDING CLINICAL** aims to be the clinical research organization by which all others are measured. Pioneering in our approach to redefining how the industry perceives and achieves success; passionate in our pursuit of ingenious solutions that mitigate risk; loving in our care for our volunteers, customers and employees; and heroic in our ambitions to ensure the health and safety of people around the globe - Spaulding Clinical is taking *research beyond results* to create a marketplace of safer drugs.

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Original Date: 18 Dec 2019

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### Job Summary:

Medical Operations Administrative Assistant oversee projects and duties within the Medical Operations departments, as assigned by their manager. They assist in any administrative tasks relevant to a clinical trial planning, regulatory needs, quality assurance, study start-up, daily operations, scheduling, and close-out. They take on responsibilities (either temporary or permanently) that will need to be developed and managed for a successful study environment.

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### Essential Duties and Responsibilities:

#### Trainings:

- Remind PI QCBD trainings.
- Aide with PI study training and sign off.

#### Clerical:

- Provide paper copies of protocols and IB's to PI and Sub-Investigators.
- Organize PI office including Protocol and IB Binders.
- Handle emails that PI has questions on.
- Obtain PI signature on all documents requiring it.
- Work with Maintenance and IT for PI tickets.
- Keep CV's, Licenses and HIPPA'S up to date for Medical Operations.
- Responsible for printing, obtaining PI signature, scanning & filing labs for studies with a central laboratory.
- Completes QC of various Medical Operations responsibilities.
- Keep up to date list of all current study, with sponsor name, protocol number and project managers listed and distribute
- Attend meetings and trainings

### **Medical Scheduling:**

- Maintain Medical Operations schedule and calendars including all study related activity for each study for all activity Medical Operation team will be responsible for, including ECG's, labs and dosing schedule.
- Send out invites and book rooms and times for PI huddles and Med Ops meetings and all study related meetings.
- Review next day activity with PI.
- Facilitate PI's day to ensure it runs efficiently.
- Coordinate with CRC's on booking things for PI such as COV's and monitoring visits.
- Compile the monthly PI coverage calendar. Determine who will be covering each day and create calendars and distribute to the floors, all study floor binders and personal that needs this information. Post on basecamp.
- Organize and communicate with pool physicians for who will cover PI's PTO.
- Able to identify problems that may adversely affect department functionality and either correct the problem or notify the appropriate supervisor.
- Exudes confidence and a positive attitude amongst colleagues.
- Promotes an environment of service excellence, professionalism, teamwork, and quality care in all interactions with colleagues, sponsors, and subjects.

### **Subject/Patient Communications:**

- Notification letters and logs.
- Positive Drug Screen letters.
- Contact subjects to obtain medical records.
- Contacts subjects via phone to inform of results.
- Receives and triages phone calls from subjects with questions and/or requesting additional information.
- Facilitates correspondence between and PI study subject/patients.

The Statements made in the job description are intended to describe the general nature and level of work being performed by people assigned to this job. These statements are not intended to be an exhaustive list of all responsibilities, duties and skills required of people assigned to this job.

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### **Skills/Qualifications**

- Ability to read, write, and interpret the English language
  - Demonstrates strong analytical, problem solving skills
  - Strong written and verbal communication skills
  - Detail oriented, robust organizational traits
  - Self-motivated
  - Must be results oriented, multi-tasking, quick learner, respond to the urgent needs of the team and show a strong track record of meeting deadlines.
  - Strong computer skills and has an inclination to adopt technology to maximize efficiency
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**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to sit, stand, walk, reach with hands and arms, and use hands along with fingers, to handle or feel.
- Ability to lift and/or move up to 25 pounds.
- Specific vision abilities required by this job include clarity of vision both near and far.
- Ability to identify and distinguish colors.

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**Hazards:**

- Potential for exposure to toxic or caustic chemicals
- Potential for exposure to blood borne pathogens

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**Education and Experience:**

- High School graduate
- Medical Assistant or similar experience preferred

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*Spaulding Clinical Research management has the discretion to hire personnel with a combination of experience and education which may vary from the above listed skills and qualifications.*

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This is to acknowledge that I have read and understand the above job description. This copy supersedes any others previously distributed. I further understand that Spaulding Clinical may change, add or delete any essential duties and responsibilities described at its discretion with or without prior notice.

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Employee Name (Printed)

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Date

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Employee Signature