



About Trauma Trust:

Located in Tacoma, WA (30 miles south of Seattle), Trauma Trust is a non-profit 501(c)3 joint level II trauma program. This unique trauma center works collaboratively with Tacoma General Hospital (MultiCare Health System) and St. Joseph Medical Center (CHI Franciscan) and rotates trauma call between the two facilities. The Trauma Trust team is made up of Trauma and Acute Care Surgeons, Advanced Practice Providers, and Administrative Staff. The two trauma centers combined treat an average of over 2,000 patients per year.

Send your resume to: Trauma Trust
315 MLK Jr. Way
MS 315-1R-TRM
Tacoma, WA 98409
or email nicolemcdonald@traumatrust.org or karenabbott@traumatrust.org

JOB TITLE: Office Coordinator

STATUS: Hourly

DEPARTMENT: Trauma Trust

REPORTS TO: Operations Manager

DATE: August 2022

GENERAL DESCRIPTION

The Office Coordinator is responsible for the coordination of the front office functions within the Trauma Trust, and for providing support related to all aspects of office functions. This is a senior level position. Work situations are varied and require organization, discretion, good judgment, and ability to make independent decisions as they relate to their role in a service oriented, professional manner.

PRINCIPAL ACCOUNTABILITIES

- Coordinates, oversees, and assures the smooth operations and workflow of all the office functions in conjunction with Operations Manager.
- Provides administrative support to Medical Director, Operations Manager, all providers, and staff.
- Acts as a resource to the staff and providers resolving issues and provides feedback as needed/requested.
- Prepares various internal and external correspondence, including department wide announcement.
- Coordinates and gathers reports for Board of Director and Operations Committee meetings.
- Assists the Operations Manager with Human Resource efforts including, recruiting, employee file maintenance and payroll processing.
- Coordinates the on-boarding of new employees to include but not limited to benefits, and training requirements
- Oversees the completion of annual benefits open enrollment.
- Coordinates all aspects of scheduling meetings for leadership including trauma committees; maintains database of regularly scheduled meetings.
- Coordinates and acts as a liaison for legal matters including requests for testimony, scheduling

testimony, and billing for services when appropriate.

- Researches and resolves issues and concerns regarding office operations, functions, and related matters.
- Coordinates resident and clinical student rotations in conjunction with learning institutions and bills for completed services
- Production and distribution of monthly call schedules
- Copies, collates, and distributes various reports and special projects.
- Inventories, maintains, and orders office supplies as requested and approved by leadership.
- Acts as liaison to purchase and maintain cell phone and pager equipment
- Answers telephone promptly, screening calls for urgency, providing assistance, forwarding calls to the appropriate person or area, or recording messages and forwarding to appropriate person for follow up.
- Maintains and troubleshoots office equipment for Trauma Trust
- Receives, dates, sorts, and distributes all incoming mail and prepares outgoing mail
- Inventories, maintains, and orders office supplies as requested and approved by leadership.
- Build relationships and work collaboratively with Trauma Trust leadership, providers, staff, other department administration and leadership team members.
- Contributes to the success of the organization by meeting organizational competency expectations, continuously learning, and by performing other duties as needed or assigned
- Handles public contacts in a manner that reflects credibility and professionalism on the part of the organization and the department
- Ability to adhere to the Trauma Trust and MHS policies, including but not limited to, the Code of Conduct and Discriminatory Harassment Policies
- Ability to work collaboratively within a team oriented departmental structure
- Demonstrates superior communication and problem-solving abilities
- Perform other duties as assigned

VALUES BASED BEHAVIORS

Excellence: Be Your Best

Professionalism: How Others See You

Innovation: Outside the box thinking

Stewardship: Live Lean

Integrity: Do the Right Thing

Teamwork: Collaborate/Be Kind

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

- High school diploma, GED or equivalent
- Three years office coordination experience required, preferably in a medical setting.
- Post high school medical office training/course work
- AA degree preferred

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of general office processes and procedure and the use of a variety of office equipment.
- Knowledge of standard office computer applications such as MS Word, Excel, PowerPoint and Visio
- Knowledge of correct grammar and spelling
- Skill in time management
- Skill in good oral, written, and interpersonal communication

- Skill in planning and organizing; ability to anticipate outcomes
- Ability to exhibit a professional, courteous demeanor
- Ability to perform detailed assignments
- Ability to meet deadlines and work in a fast-paced multi-priority environment
- Ability to multitask to insure internal and external customer service
- Ability to effectively resolve problems and deal with difficult people and/or situations
- Ability to work efficiently under pressure, work independently and take initiative
- Ability to set priorities and use good judgment

Job descriptions represent a general outline of job duties, functions and qualifications. They are not intended to be comprehensive in nature. In addition, jobs evolve over time and therefore their description may not reflect the precise nature of the position at a given point in time.

Trauma Trust's policy is to base hiring decisions solely on the individual's ability to perform essential job functions. Persons with disabilities are eligible for this position provided they can perform those functions with reasonable accommodation.