



**Position #:** LCVR032021-06

**Title:** Medical Office Assistant

**Classification:** Regular Full-Time (40 hours/week)

**Salary:** \$15-17/hour

**Location:** Charleston, SC

**Summary:**

This position is responsible for supporting the research operations through in-office research patient monitoring. Assists physicians and research staff in the execution of research activities in a professional and courteous manner. Will require continuous observation and surveillance of assigned research patients and communication with the clinical team. This position requires full understanding and active participation in fulfilling the Mission of LCVR. The employee is expected to demonstrate behavior consistent with the Core Values while supporting the strategic plan, goals, and direction of programs supported.

**Duties & Responsibilities:**

- Establish and maintain effective professional relationships with research patients, team members, and industry partners.
- Greets, instructs, directs, and schedules research patients and family members.
- Directs incoming telephone calls, documents research patient's health needs and sends information to the appropriate clinical staff member.
- Review pending calls and responsible to return the call and provide appropriate responses or route to the responsible individual.
- Provide reminder communications for upcoming research patients appointments.
- Coordinates appointments and procedures for research patients based on patients' schedule and protocol guidelines.
- Thorough documentation and communication with research patients, team members, supervisor, and/or leadership team members.
- Maintains research patient's safety and confidentiality at all times.
- Checks the assigned schedule and reviews research patients list for any special needs.
- Other duties as assigned.

**Supervision:**

- Reports directly to Clinical Operations Manager.

**Qualifications and Hiring Criteria:**

- Authorization to work in the US to apply for this job and are subject to a background/suitability investigation
- Experience: 2-3 years' experience in an office setting required; experience in a medical office setting preferred. Must have working knowledge of Microsoft Office 365 products (Outlook, Word, Excel, Teams, etc.).
- Education: HS or GED equivalent required



**Company Information:**

Lowcountry Center for Veterans Research (LCVR) supports the research-related activities of the VA (principally the Ralph H Johnson VA Medical Center) while enhancing its revenue and sustainability.

Email completed application with the position number to:

Lowcountry Center for Veterans Research

Nicole Alvarez, HR Administrator

[alvarez@lcvresearch.org](mailto:alvarez@lcvresearch.org)