

DATE: APRIL 2024
FLSA: NON-EXEMPT
SALARY GRADE: GRADE K
CBA DESIGNATION: CLASSIFIED BARGAINING UNIT

HEALTH SERVICES SPECIALIST

BASIC FUNCTION

Provides complex administrative support to a health services team; plans, organizes, coordinates, and participates in operations specific to the day-to-day operation of the health services; and provides complex secretarial duties for the assigned area supervisor/manager.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned area supervisor. May provide lead direction to temporary staff and/or student workers

CLASS CHARACTERISTICS

This classification is responsible for independently performing complex administrative support within the college's Health Services office. Employees at this level work independently, receiving occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the department.

EXAMPLES OF TYPICAL JOB FUNCTIONS

1. In the absence of the assigned area supervisor/manager, makes sure the activities in the Health Services office continue to operate smoothly.
2. Maintains confidentiality, including information regarding Board, District, personnel, student, or controversial matters while always adhering to the HIPPA Act.
3. Schedules, arranges, and confirms appointments, meetings, and conferences and maintains the calendar; arranges travel accommodations.
4. Greets visitors and answers telephones; directs calls and visitors to the appropriate office/personnel.
5. Opens all mail directed to the department, scans for content, and sorts mail in order of importance.
6. Schedules and attends meetings; prepares agendas, minutes, and related documents; distributes materials appropriate to personnel.
7. Assists in coordinating communication and activities with other college departments and personnel, students, educational institutions, vendors, outside organizations, and the public.
8. Inputs and retrieves computerized data; utilizes word processing and other software as required by the position.
9. Oversees electronic medical record software system, entering data, generating reports, performing uploads/downloads of student data, training of department personnel on use of the system, and troubleshooting user problems and questions.
10. Orders, maintains, and distributes supplies; organizes and establishes filing and recordkeeping system.
11. Assists the director with details on District-wide projects.
12. Performs complex and responsible secretarial duties requiring extensive knowledge of the functions and service programs of the District-level office to which assigned.
13. Provides information and answers complex questions from students, college staff, and the public regarding District programs, policies, procedures, and regulations.
14. Receives and transcribes dictation of letters, memos, and complex documents, including material of a confidential nature; independently prepares correspondence and memos.

15. Prepares agenda materials for Board of Trustee meetings and organizes and proofs material being submitted.
16. Prepares a wide variety of reports, forms, applications, presentations, and documents including statistical reports from the electronic medical records system.
17. Assists in interviewing and training part-time clerical staff and student workers and assists in the preparation of work schedule to maintain adequate office coverage.
18. Maintains a variety of complex files; maintains budget and other financial records; records expenditures, completes paperwork to transfer funds, and maintains records for the District-level office.
19. Assists in developing and maintaining the Health Services office procedure manual.
20. Inspects documents, forms, and records for accuracy and completeness; processes a variety of forms and documents according to established procedures; ensures conformance to established guidelines and standards.
21. Maintains and updates department website.
22. When needed, travels among colleges for office coverage or training.
23. Troubleshoots student insurance claims when claims are brought in by students.
24. Monitors medical provider licensing and DEA status and informs the area supervisor/manager if expiration of any medical provider's license is imminent.
25. Participates in District-provided in-service training programs.
26. Performs other related duties as assigned; specific duties not listed does not exclude them for this classification if the work is similar or related

QUALIFICATIONS

Knowledge of:

1. Modern office practices and procedures and computer programming set up for medical record programs.
2. Medical coding and billing standards and procedures.

Ability to:

1. Interpret and explain rules and policies.
2. Prepare and edit reports and other materials.
3. Multi-task a high volume of phone calls and in-person visits from staff, students, and department personnel in a professional and courteous manner and prioritize tasks efficiently.
4. Set up, manage, and revise the Medicaat system.
5. Effectively teach users of the electronic medical record system how to input and retrieve data.
6. Communicate with in-house information services personnel on maintenance issues of the Medicaat system.
7. Compose letters independently.
8. Obtain information from and communicate effectively with officials, faculty members, employees, students, and the public.
9. Compile and maintain accurate and complete records and reports.
10. Type at a speed of not less than 40 net words per minute.
11. Effectively use computer systems, software applications relevant to work performed, and business equipment to perform a variety of work tasks.
12. Communicate effectively in the course of performing work tasks.
13. Establish, maintain, and foster effective working relationships with those contacted in the course of work.

14. Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socio-economic, disability, and ethnic backgrounds of students, staff, and the community.
15. Provide efficient, high-level customer service to the public, vendors, contractors, and District personnel.

Education and Experience:

An associate's degree in a related field and four (4) years working in a administrative support capacity; or an equivalent combination of education, training, and/or experience.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This classification primarily works in an office and standing in and walking between work areas is occasionally required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator. Employees in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 25 pounds.

The essential functions of this classification must be performed by the incumbents with or without reasonable accommodations.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels and controlled temperature conditions. There is a small chance of exposure to bloodborne pathogens and usual medical clinic exposure risk to various communicable diseases. Immunity to hepatitis B must be evident by titer or series of immunization. Employees may interact with upset individuals in interpreting and enforcing departmental policies and procedures.