ASHEVILLE, NORTH CAROLINA

Classification Specification

Medical Office Assistant
Job Code: 3565
FLSA: Non-Exempt

Purpose of Classification:

The purpose of this classification is to provide clerical and administrative support at the employee health clinic.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Serves as the receptionist or first point of contact for employees: answers telephone calls and greets visitors; directs callers/visitors to appropriate personnel, records/relays messages, and schedules appointments.

Performs customer service functions: provides information and assistance regarding health clinic services, procedures, or other issues; responds to routine questions or complaints; researches problems/complaints; and initiates problem resolution.

Maintains schedule for clinic appointments: schedules and confirms appointments with health care providers; updates schedule as needed; and schedules appointments with outside providers, as needed.

Maintains file system of various files/records for the assigned area: prepares files, organizes documentation, and files documents in designated order; retrieves/replaces files; scans records into computer; shreds/destroys

confidential or obsolete documents; and conducts records maintenance activities in compliance with guidelines governing record retention.

Monitors inventory of clinic supplies and forms: ensures availability of adequate materials to conduct work activities; orders new or replacement supplies; receives and stocks shipments; and maintains inventory records.

Processes invoices for accounts payable: reviews invoices, purchase orders, or other documents for accuracy; researches discrepancies, assigns proper accounting/budgetary codes, obtains proper signatures, and forwards for payment; and maintains related files and records.

Communicates with supervisor, health care providers, City employees, vendors, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, patient notes and charts, billing invoices, sign-in sheets, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review or modify data, utilizing word processing, spreadsheet, database, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

High school diploma or GED required; supplemented by one year of work experience that shows an ability to maintain steady employment in any field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: None.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to determine, calculate, tabulate, or summarize data/information, following a prescribed plan requiring the exercise of some judgment. Includes performing subsequent actions in relation to these computational operations.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference and descriptive data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to carry out instructions furnished in written, oral, or diagrammatic form. Involves semi-routine standardized work with some latitude for independent judgment concerning choices of action.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving a variety of generally pre-defined duties which are often characterized by frequent change.

ADA Compliance:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.