ASHEVILLE, NORTH CAROLINA

Classification Specification

Medical Assistant, Certified
Job Code: 3560
FLSA: Non-Exempt

Purpose of Classification:

The purpose of this classification is to perform routine administrative and clinical tasks in support of employee health clinic operations.

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.

Performs patient intake functions: greets and interviews patients; takes vital signs; reviews medical history and allergies; updates medication list; and ascertains chief complaint or reason for clinic visit.

Performs urine drug screens and urine analysis: prepares test kits and/or chemicals; obtains and tests urine samples from patients; analyzes, verifies, and records results; and forwards results to appropriate personnel.

Administers hearing tests to employees according to established guidelines: instructs employees regarding testing procedures; prepares testing area, equipment, and forms; sets up, cleans, and/or calibrates equipment; monitors testing procedures and equipment to ensure accurate results; records and evaluates test results; communicates test results to employee and to appropriate clinic staff.

Maintains cleanliness of work area and inventories of supplies, forms, and equipment; prepares patient rooms and equipment for appointments; cleans and sanitizes patient rooms and equipment; prepares appointment specific equipment and supplies; ensures availability of adequate supplies to complete work activities; initiates requests for needed materials, equipment, and supplies; receives/distributes incoming supply shipments; and cleans and sanitizes work area and equipment.

Maintains patient records and files by entering data into computer system; enters, retrieves, reviews or modifies employee health information into computer database; scans documents; verifies accuracy of entered data; and makes corrections, as needed.

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

Communicates with supervisor, other City employees, health care providers and offices, 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, test results, lab reports, x-rays, MRIs or other imaging studies, medical records, drug screen sheets, inventory records, 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, database, Internet, e-mail, or other software; operates and maintains vital signs machine, urinalysis machine, audiometry equipment, and other medical equipment and supplies; 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, with vocational or technical training in medical assisting and audiometric; supplemented by one year of experience in patient care in a clinic setting; 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: Must possess and maintain the following additional certifications or licensures: North Carolina Medical Assistant certification, as well as Audiometric Technician or Occupational Hearing Conservation Technician certification.

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, descriptive, and/or advisory 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 evaluation of information against measurable or verifiable criteria.

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, odor, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Most essential functions are regularly performed without exposure to adverse environmental conditions; performance of some work functions may require exposure to strong odors, disease, and/or bodily fluids.

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.