

NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT JOB DESCRIPTION

Job Title:	Health Services Assistant	Range:	33
Date Revised:		Date Approved:	April 8, 2003

PRIMARY PURPOSE

This position is responsible for performing a variety of specialized technical clerical duties to support the office functions and efficient operation of a college Health Services Center.

ESSENTIAL FUNCTIONS

Examples of essential functions are interpreted as being descriptive and not restrictive in nature.

1.	Performs detailed technical clerical duties in support of the health services center within established rules and regulations; answers questions requiring judgment, knowledge and explanation of policies; answers telephone calls; screens and directs calls; schedules appointments; greets and processes patients.
2.	Prepares and maintains medical charts in accordance with established procedures; contacts appropriate personnel to assist with medical emergencies; processes various accident reports; types routine correspondence, memos, letters, forms, records, and other information; attends meetings as required.
3.	Assists faculty, staff and students regarding health center services; maintain supplies; routes and distributes incoming mail and other materials; prepares outgoing mail and packages; and assists with daily activities to assure efficient operations.
4.	Processes forms, verifies data for accuracy, completeness and compliance within established procedures; enters data into computer system; processes time sheets; maintains confidential files, data and records.
5.	Collects and accounts for fees and other monies received; maintains ledgers and other financial records as assigned.
6.	Orders and tracks supplies and prepares purchase requisitions; assists in tracking budgets and expenditures and may assist with preparing banking deposits.
7.	Assists with receptions and events as assigned; maintains calendar of activities; distributes promotional and informational materials; maintains current mailing lists.
8.	Trains and provides work direction and guidance to others as directed.
9.	Learns and applies emerging technologies and advances as necessary to perform duties in an efficient, organized, and timely manner.
10.	Perform related duties as assigned.

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OTHER FUNCTIONS

WORKING RELATIONSHIPS

The Health Services Assistant maintains frequent contact with various District departments and personnel, faculty, students and the public.

EDUCATION AND EXPERIENCE

High school diploma or equivalent
Minimum two (2) years prior secretarial or clerical experience in an office environment, preferably in a medical office.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of District organization, operations, policies and objectives
Knowledge of applicable sections of State Education Code and other applicable laws
Knowledge of organization, policies, and rules of assigned department or program
Knowledge of medical terminology and practices
Knowledge of modern office practices, procedures and equipment
Knowledge of record-keeping techniques
Knowledge of basic bookkeeping procedures
Knowledge of correct English usage, grammar, spelling, punctuation, and vocabulary
Knowledge of various computer software applications
Ability to interpret, apply and explain rules, regulations, policies and procedures
Ability to make arithmetic calculations quickly and accurately
Ability to type at 45 wpm from clear copy
Ability to operate a variety of office equipment such as calculator, computer, copier, typewriter, etc.
Ability to analyze situations accurately and adopt an effective course of action
Ability to plan, organize and prioritize work
Ability to work independently with little direction
Ability to complete work efficiently with many interruptions
Ability to work confidentially with discretion
Ability to meet schedules and time lines
Ability to understand and follow oral and written directions
Ability to communicate effectively, both orally and in writing
Ability to understand scope of authority in making independent decisions
Ability to review situations accurately and determine appropriate action according to established guidelines
Ability to establish and maintain effective working relationships with others

SPECIAL REQUIREMENTS

TRAINING REQUIREMENTS

Bloodborne Pathogens
CPR and First Aid Certification

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WORKING CONDITIONS

Medical office environment; subject to constant interruptions and frequent interaction with others; sitting for long periods at a time (up to 2-3 hours); repetitive use of upper extremities including hand coordination activities.
