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| NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT JOB DESCRIPTION |
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| 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.

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| 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. | Participate in District/College efforts to increase the diversity of faculty and staff and to address student achievement gaps; active assistance in the creation of a welcoming and inclusive work and educational environment; attend and participate in diversity, equity and inclusion trainings and events. |
| 11. | 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

Minimum Qualifications

High school diploma or GED

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

Commitment to diversity. All applicants must have demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.

Desirable Qualifications

Prior experience in approaching work and interactions with colleagues and/or students in an equity minded manner. Ability to provide an inclusive and welcoming work/educational environment.

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, 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

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Ability to establish and maintain effective working relationships with others

SPECIAL REQUIREMENTS

TRAINING REQUIREMENTS

Bloodborne Pathogens
CPR and First Aid Certification

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.
