

# Drexel Heights Fire District

## Job Description

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| <b>Job Title:</b> Clinic Support Specialist      | <b>Position Code:</b> 420  |
| <b>Department:</b> Health, Wellness & Risk Mgmt. | <b>Step Range:</b> 20 - 34 |
| <b>FLSA:</b> Not Exempt                          | <b>Date:</b> 05/01/2022    |

### General Description

An entry-level, paraprofessional position in administration and assigned to the clinic. Responsible for processing confidential medical reports and charts, and miscellaneous clerical functions. This position requires a basic knowledge of clinic operations and the related records and reports associated with a clinic. This employee must be a self-starter who is capable of working independently, making decisions and scheduling within the clinic setting.

### Supervision Received

This position receives supervision from Clinic Nurse Practitioner.

### Supervision Exercised

None.

### Essential Duties and Responsibilities

1. Responsible for data entry of monthly invoices, signature stamping checks, and filing invoices and maintaining orderly files.
2. Serve as the cashier including receipting of fees and other payments and posting of monies and documents to District systems.
3. Responsible for any general accounting and bookkeeping data entry as directed by the Nurse Practitioner.
4. Responsible for preparing and processing clinic medical records and entry of medical records to the District electronic storage system.
5. Answer telephones, conduct scheduling, takes messages or transfers calls. Including providing of information upon request.
6. Assist District employees or other customers in completing forms required for service desired and explains District procedures upon request.
7. Receive the public and answer questions, responds to inquiries from employees, and others and refers when necessary to appropriate persons.
8. Develop and maintain general filing system and medical records management system.
9. Operate office machines as required.
10. Compose, type and edit correspondence, reports, memoranda, letters, etc., for clinic staff.

11. Act as a custodian of the District's archived documents and medical records.
12. Maintains supply inventory and orders replacements as necessary.
13. Perform other duties as required or assigned.

The above listed examples of work are not intended to be all-inclusive. The District reserves the right to assign additional duties and responsibilities it deems necessary or desirable, as well as take away any duty and responsibility at its discretion.

### **Knowledge, Skills and Abilities**

1. Knowledge of basic bookkeeping / record keeping functions and principles.
2. Knowledge of spreadsheet software used by the District.
3. Skills in the use of the Microsoft Office Suite and other programs unique to the position.
4. Ability to deliver excellent customer service.
5. Ability to think logically and quickly.
6. Ability to listen and apply information and instructions.
7. Ability to read and comprehend technically written materials and manuals.
8. Ability to observe analytically and objectively, analyze situations and determine and take effective action
9. Ability to work independently and effectively.
10. Ability to handle situations firmly, courteously, tactfully and impartially.
11. Ability to make decisions consistent with District policy and guidelines.
12. Ability to write legibly, speak distinctly and listen well.
13. Requires high degree of **confidentiality** and ability to remain calm under stress.

### **Minimum Education, Training and Experience Requirements**

1. Associates Degree in Business, Medical Assistance, or related field.
2. Proficient in Microsoft Word, Excel and Access.
3. Must possess or be able to possess a valid Arizona Driver's License.

### **Preferred Education, Training, and Experience**

1. Bachelors' Degree in Business Administration, Finance, Medical Assistant or related field.
2. Ability to communicate in both English and Spanish.
3. Experience with a Fire District or other governmental entity.

### **Tools, Equipment and Work Aides Used**

Telephones (including the use of ear pieces), radios, computer, scanner, typewriter, calculator, copier, fax machine and other typical office equipment.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit for extended periods; talk and/or hear; stand; walk; use hands to finger, handle or operate objects, tools or controls; and reach with hands and arms.

Specific vision required by this job includes close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed primarily in a clinic/office like setting, during the day and could occasionally be required to work an evening. Work is often performed in emergency and stressful situations. There is significant office related work conducted by this position.

Activity in the clinic setting can result exposure to individuals who are ill and/or injured.

The noise level in the work environment is usually quiet in office settings.

### **Selection Guidelines**

Formal application; review of education and experience; appropriate testing and interviews; oral interview; background check; drug screen; final selection and completion of a pre-employment medical exam. The Fire Chief makes appointment.

### **Miscellaneous**

The above description is intended to describe the duties of an employee in general terms and does not necessarily describe all of his/her duties or functions.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: /s/ *Douglas Chappell*

Effective Date: May 1, 2022