

# **LINN COUNTY CLASSIFICATION**

**TITLE: HEALTH SERVICES OFFICE SPECIALIST**

**NUMBER: 008**

**APPROVAL ORDER**

**PAY RANGE: 07**

**NUMBER: 2000-431**

**CATEGORY: OPEU**

**DATE: October 25, 2000**

GENERAL STATEMENT OF DUTIES/JOB OBJECTIVES: Responsible for performing clerical, secretarial, or accounting work of moderately complex nature in support of professional, technical, or administrative functions in a department. Where work is more repetitive, there is an added degree of responsibility for finality of action. Work may involve the operation of typewriter, calculator, personal computer and other standard office equipment. Assignments may concentrate in the area of transcription, billing 3rd party payors, posting and recordkeeping, accounts payable, filing, receptionist. and other public contact duties, scheduling appointments, and computer data entry and retrieval.

SUPERVISION RECEIVED: Works under the supervision of an administrative supervisor.

SUPERVISION EXERCISED: Supervision of employee is not a responsibility of positions in this classification, but an incumbent may assign duties and will assist in training new employees.

ESSENTIAL FUNCTIONS: A person employed in this classification must possess the capability to perform the following duties to be considered for this position. The duties are essential functions requiring the critical skills and expertise needed to meet job objectives. Additional specific details of these essential functions may be provided by the specific office or department job announcement, if applicable.

1. Type forms, letters, minutes, departmental reports, statistical reports, financial statements, and other correspondence from rough draft form. May also compose routine correspondence and prepare routine statistical reports from records.
2. Collect and record cash payments; write receipts; post cash receipts to journals; balance receipts to journals or data processing printouts. Collect money/fees over the counter and through the mail, post on computerized records. Balance receipts with cash received.
3. Receive public in person and by telephone. Direct calls and individual to appropriate source. Also, perform counter work by answering questions of the public related to department's specialized programs and assist the public in filling out forms, applications, making payment of fees, etc.; schedule department and clinic appointments.
4. Receive documents from the public and enter data into records. Review documents for accuracy and process documents; file documents; make copies and send to other departments, governmental agencies and to the public as requested.
5. Receive and distribute incoming mail, prepare outgoing mail. Order supplies as directed.
6. File information manually in records systems; index and cross-index records; retrieve information on request; process record changes; microfilms records.

7. Enter data into computer files; review computer printouts for accuracy; retrieve data from computer files.
8. Assemble data and prepare periodic reports of departmental activities.
9. Develop and maintain effective, harmonious and reasonable work relationships with others.
10. Maintain regular and predictable work attendance.

OTHER FUNCTIONS:

11. Other duties as assigned.

RECRUITING REQUIREMENTS: (Additional specific details may be provided by the specific office or department job announcement, if applicable).

KNOWLEDGE, SKILL, AND ABILITY: Considerable knowledge of the clerical process involved in the operation of an office. Considerable knowledge of English composition, spelling, grammar and arithmetic as required by the particular position.

Ability to perform typing at a rate and accuracy required by the position. Ability to consistently apply department and program policies. Ability to plan, organize and complete work in a timely fashion. Ability to understand and follow oral and written instructions. Ability to maintain records accurately. Ability to establish and maintain harmonious working relations with other employees and the general public. Ability to take and transcribe shorthand dictation if required by the position. This classification is distinguished by its ability to maintain effective work habits when dealing with hostile and sometimes dangerous clients; working in a stressful environment and making quick, responsible decisions; and working within strict confidentiality laws regarding client information.

EXPERIENCE, EDUCATION AND TRAINING: Two years of responsible clerical office experience; experience in working with the general public and skilled in the operation of word processing, spreadsheet and data base applications preferred. Graduation from a senior high school, preferably supplemented by post high school training in secretarial service or any satisfactory equivalent combination of experience, education and training which demonstrates the ability to perform the work described.

NECESSARY SPECIAL QUALIFICATIONS: Possession of a valid motor vehicle operator's license at the time of appointment may be a condition of employment.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: Work is generally performed indoors in an office environment. Work requirements include the ability to sit and move about, see, talk and hear, use hands to finger, handle or operate objects or controls; and reach with hands and arms. The work requires the ability to lift or move 30 pounds.