

Health Care Office Services Technician

Definition:

Under direct supervision, to perform a wide variety of clerical support activities of average difficulty within a health care facility. Incumbents may perform duties related to: preparing routine reports; collecting money and preparing deposits; providing customer service and resolving customers' problems; conducting basic research; preparing minutes; and, proofreading, editing, and updating a variety of documents.

Incumbents are expected to apply a moderate amount of initiative and independent judgment to perform duties within standardized and established policies. Depending upon assignment, incumbents may be required to develop a moderate understanding of technical subject matter unique to the work area.

Essential Functions:

- Responds to requests for information from the general public, other internal departments, and employees; researches and resolves discrepancies with information.
- Performs various clerical duties, utilizing standard office equipment, to include: screening incoming calls; taking and transmitting messages; distributing mail; making photocopies; typing; and, word processing.
- Prepares routine documents and information by typing, performing data entry or word processing; compiles data for routine reports.
- Receives, sorts, and distributes a variety of correspondence, records, and information to appropriate personnel and the general public.
- Processes a variety of forms and paperwork, using established procedures; receives monies from customers; prepares and disseminates receipts to appropriate individuals; prepares related bank deposits.
- Files documents alphabetically, numerically, or by other prescribed method; maintains departmental records; coordinates records retention activities for assigned department.
- Prepares meeting agendas; assembles agenda packets; attends meetings and takes minutes; distributes meeting minutes to appropriate individuals.
- Proofreads, edits, and updates a variety of documents.
- Monitors and maintains office inventory and supply levels.
- Performs other duties of similar nature or level as required.

Employment Standards:

High School Diploma, G.E.D. or equivalent or combination of education and experience sufficient to obtain the knowledge and skill to successfully perform the essential duties of the job.

Additional Requirements:

Some Positions May Require:

- Possession of a Valid California Driver's License.
- Proficiency in the use of word processing software, such as Microsoft Word or Word Perfect.

Knowledge of: inventory maintenance principles; customer service principles; standard office procedures, methods, and equipment; basic filing and recordkeeping principles; basic mathematical concepts; English language, grammar, and punctuation.

Skill in: preparing a variety of reports; prioritizing work; performing multiple tasks simultaneously; entering information into a database; maintaining various records and files; preparing meeting agendas and minutes; using computers and related software applications; performing mathematical calculations; processing forms using established guidelines; providing customer service; filing; using standard office equipment; and, communicating both orally and in writing sufficient to exchange or convey information and to receive work direction.

Supplemental:

A background check may be conducted for this classification.

All Kern County employees are designated "Disaster Service Workers" through state and local laws (CA Government Code Sec. 3100-3109 and Ordinance Code Title 2-Administration, Ch. 2.66 Emergency Services.) As Disaster Service Workers, all County employees are expected to remain at work, or to report for work as soon as practicable following a significant emergency or disaster.