

Electronic Health Record Specialist

Definition:

Under direct supervision, provides technical expertise, direct support and ongoing training to end users on the use of electronic health record software of the Department of Behavioral Health and Recovery Services. Provide support in resolving technical problems received by telephone, electronic mail, and/or in person. Maintain, track and create reports of calls and electronic request for assistance received.

The Electronic Health Record Specialist is the entry level in the Electronic Health Record Specialist flexible classification series. Incumbents perform the basic technology support and training functions in an enterprise computer system. Promotion to Senior Electronic Health Record Specialist is considered on a merit basis upon completion of the minimum qualifications, is subject to the recommendation of the Director of Behavioral Health and Recovery Services.

Incumbents may be required to work flexible hours including evenings and weekends.

Essential Functions:

- Assists with providing individual and classroom training to Department staff, Contract Provider Staff, Medical Staff and program clients on the usage of the Department's electronic health record software.
- Assists with the evaluation of training materials and selection of the most appropriate modules; develops course outlines and handout materials.
- Continually learns updated versions of the Department's electronic health record software and assists in modifying the training curriculum accordingly.
- Assists with maintaining on-line training curriculum, including on-line quizzes and on-line certification testing.
- Assists in maintaining security of electronic data and in training staff on security protocols.
- Processes forms and documentation related to computer training, Electronic Health Record access and security and prepares the computer training environment as required.
- Ensure timely acknowledgement of incoming requests from customers.
- Assist in evaluating, prioritizing, and resolving basic incoming electronic health record requests from end users.
- Meet and/or exceed service response time between electronic health record support team and end users.
- Represent Department to end users every day by being professional and responsive to their needs.
- Thoroughly document all research and end user interactions to ensure product and service reliability.
- May travel to remote locations within Kern County to meet the training needs of the Department.
- Performs other job-related functions as assigned.

Employment Standards:

High School Diploma, G.E.D. or equivalent and one (1) year of education, training and/or experience directly related to the area of assignment sufficient to obtain the knowledge and skill to successfully perform the essential duties of the job.

ADDITIONAL REQUIREMENTS:

Possession of a valid Class C California driver's license is required.

Knowledge of: basic teaching methodology; Windows operating environments; word processing, spreadsheet, data base, usage of Internet and E-mail; basic troubleshooting techniques. Knowledge of the use of an electronic health record. Principles of customer service; public relations; and documentation, record keeping practices. Basic knowledge of local area and wide area networking is preferred.

Ability to: follow written and oral instruction to evaluate and modify training curriculum; explain technical information in easily understandable terms; respond to questions and inquiries from end users in a timely and efficient manner; communicate effectively both orally and in writing; work effectively with clients from diverse socioeconomic backgrounds; maintain accurate records.

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.