



Classification Title: Student Health Administrative Assistant

Department:	Health Services	EEO6 Code:	4
Employee Group:	Classified	Salary Grade:	27
Supervision Received From:	Director, Health Services	Date of Origin:	3/2017
Supervision Given:	Direction and Guidance	Last Revision:	3/2017

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

JOB SUMMARY.

Performs difficult, sensitive and confidential administrative and technical support duties for Health Services; creates and maintains tracking systems, reports, records and files required for work processes and student health programs; coordinates the department's administrative functions with other District departments and programs; provides support and information to part-time Health Services faculty who provide behavioral health services to students.

DISTINGUISHING CHARACTERISTICS.

The Student Health Administrative Assistant is distinguished from other administrative support classes by the its responsibility for providing specialized administrative support to the Director, Health Services and the Health Services department.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

Essential Functions: Essential responsibilities and duties may include, but are not limited to, the following:

1. Performs, with a significant degree of independence, difficult and technical administrative support work in support of student health programs, functions and processes; using standard office software, composes and/or prepares memoranda, correspondence, medical reports, agreements, contracts, billing statements, statistical spreadsheets, forms and other documents, often of a sensitive and confidential nature; proofreads and checks typed documents and other materials for accuracy, completeness and compliance with applicable standards.
2. Coordinates department matters with other department employees, students and the public; responds independently to a variety of complex matters over the phone, in person and online; provides information and handles issues that may require sensitivity and use of tact and independent judgment; researches requests and refers matters to appropriate department employees and/or takes or recommends action to fulfill requests; interprets and applies regulations, policies and procedures as appropriate.
3. Prepares Notice of Hourly Employment contracts for part-time faculty payroll; calculates part-time faculty office hours and obtains signatures for load contracts; notifies Payroll Services of changes to contract hours; monitors part-time faculty hours for compliance with contracts; provides part-time faculty contract hours to Professional Development as requested.
4. Provides administrative support to the Director, Health Services in the development and administration of multiple department budgets; monitors budget expenditures; provides budget projections/forecasts; prepare/updates spreadsheets to maintain/reconcile account balances and track revenue/expenditures; researches budget discrepancies and makes corrections.

5. Coordinates the preparation and oversight of contracts such as annual maintenance agreements, electronic medical records and medical liability insurance.
6. Compiles information and data to generate reports in electronic medical records database for medical and behavioral health services to ensure accuracy, completeness and compliance with established procedures; conducts research; creates monthly and annual statistical reports based on data collected including clinical utilization, provider appointments, diagnoses, and a variety of other data needed to support medical clinic operations.

Marginal Functions:

1. Organizes, maintains and updates confidential and specialized files, documents and records.
2. Supports front desk operations; may screen and direct calls and visitors; may provide front desk medical reception when necessary.
3. Coordinates special projects as assigned.
4. Performs related duties and responsibilities as required.

QUALIFICATIONS.

Experience and Education/Training Guidelines: Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Five years of increasingly responsible clerical and secretarial experience, including one year of experience supporting medical clinical services. Experience with student health services in an academic institution is desirable.

Education/Training: Equivalent to completion of the twelfth grade.

Preferred Qualifications:

1. Experience with student health services in an academic institution.
2. Completion of college-level coursework from an accredited college or university.

Knowledge of:

1. Office coordination, administration and recordkeeping practices and procedures.
2. Principles and practices of sound business communication.
3. Correct English usage, including spelling, grammar and punctuation.
4. Functions and practices applicable to the operation of a medical clinic.
5. Principles, practices and techniques used in customer and student services.
6. Rules, policies and procedures applicable to assigned areas of responsibility.
7. Basic budgeting, accounting and purchasing principles and practices.
8. Research methods and data analysis techniques.
9. Provisions of the California Public Records Act, the Health Insurance Portability and Accountability Act (HIPAA) and other federal, state and local laws and regulations relevant to assigned areas of responsibility.
10. General accounting systems and associated systems, practices and procedures for processing accounting information and interpreting data.
11. Advanced use of standard business applications including word processing, spreadsheet and database software and other specialized software applications.

Skill in:

1. Organizing, setting priorities and exercising sound independent judgment within assigned areas of responsibility.
2. Communicating information accurately and effectively and comprehending requests for information or assistance.
3. Maintaining a courteous and tactful manner when under pressure.
4. Defining issues, analyzing problems, evaluating alternatives and developing sound, independent conclusions and recommendations in accordance with applicable laws, regulations, rules and policies.
5. Preparing and monitoring a department budget and anticipating future budgetary needs.
6. Compiling accurate reports from an electronic medical records database; preparing other clear and accurate reports, documents, data entries and written materials.
7. Communicating clearly and effectively, both orally and in writing.
8. Operating a computer, enterprise software, spreadsheet and word processing software and other standard office equipment.
9. Maintaining confidentiality of student files and records.
10. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.
11. Exercising discretion, tact and diplomacy in dealing with sensitive, complex and confidential issues and situations.
12. Establishing and maintaining effective working relationships with those encountered in the course of work.

WORKING CONDITIONS.

Environmental Conditions: The employee works under typical office conditions, and the noise level is usually quiet to moderate.

Physical Conditions: Essential and marginal functions may require physical fitness requirements necessary to perform the job functions with or without accommodation, such as the ability to sit for prolonged periods; near visual acuity for reading computer screens, reports and schedules; repetitive use of hands for extensive use of keyboards.

TERMS OF EMPLOYMENT.

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.