



CLASS SPECIFICATION

Modoc County

CLASS CODE:	4025-030
CLASS TITLE:	Health Services Administrative Clerk II
FLSA DESIGNATION:	Non-Exempt
RANGE/STEP:	215 (Step A-F \$2,850-\$3,638)

JOB SUMMARY:

Provides a variety of routine to difficult office support to various county offices, which may include typing, word processing, receptionist duties, recordkeeping and filing; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS:

Working under general supervision, the Administrative Clerk I is the journey level position. Employees at this level are expected to be fully qualified and able to perform difficult and responsible office support work within the framework of established work methods and procedures and to use independent judgment in selecting and applying specific references, procedures, sequences, and alternatives to different work situations, referring non-procedural questions to the supervisor. Positions in this class are flexibly staffed.

EXAMPLES OF DUTIES:

Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. The position may not be required to perform all duties listed and may be required to perform additional, position-specific tasks.

- Medical appointment scheduling.
- Insurance verifications and updates.
- Patient intake for updated demographics.
- Enters data into electronic health records.
- Coordinates patient transports.
- Maintains confidential (HIPAA protected) records, files and documentation.
- Addresses complaints and explains regulations to customers or the public.
- Responds to inquiries regarding departmental functions, services, policies, and procedures.
- Obtains information from customers, visitors, or callers to determine appropriate resource, action, document, or staff referral to meet their needs.
- Explains the proper use of forms and documents.
- Prepares items for mailing, sorts, and distributes incoming mail according to established

guidelines and procedures.

- Operates multiline telephone system including answering calls, transferring calls, and taking messages.
- Composes correspondence, reports, memos, and other documents.
- Reviews and processes forms/documents in accordance with established guidelines and procedures.
- Monitors and updates manual or electronic files.
- Operates a variety of standard office equipment.
- Compiles information to respond to questions or address issues.
- Reviews submitted forms or applications to verify accuracy and completeness.
- Operates automated systems, or other department-specific computer systems.
- All other duties as assigned.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill and ability required to satisfactorily perform the job's essential duties and responsibilities.

KNOWLEDGE, SKILLS, AND ABILITIES (KSA'S):

Knowledge of:

- Modern office methods, practices and procedures.
- Data processing equipment and terminology.
- General goals and purposes of department programs, services, and operations.
- English grammar, spelling and punctuation.
- Word processing, spreadsheet, database, email, calendaring programs, and automated systems.

Ability and skilled to:

- Operate with a high degree of productivity and accuracy from both written and oral instructions.
- Maintain complete and accurate departmental files.
- Learn, interpret and apply policies and procedures as applicable to departmental related activities.
- Maintain confidentiality when processing information of sensitive nature.
- Type accurately at a rate sufficient to perform duties on a satisfactory basis.
- Establish and maintain effective relationships with fellow workers and/or other county department representatives.
- Analyze situations involving rules and regulations and demonstrate good judgment when making decisions.
- Quickly and accurately, enter and retrieve data using an automated system.

- Communicate effectively orally and in writing.
- Use a smartphone.
- Utilize phone and computer applications.
- Use remote meeting technology.
- Embrace new technology to make the workplace more efficient.
- Interact with individuals from various educational, socioeconomic, and ethnic backgrounds.
- Work cooperatively as part of a team.
- Prioritize, plan, and organize one's own work.
- Ability to use a smartphone.
- Ability to utilize phone and computer applications.
- Ability to use remote meeting technology.
- Ability to embrace new technology to make the workplace more efficient.

Required to:

- Support the vision and mission of the county and its elected and appointed officials.
- Provide courteous and timely customer service to the public as the ultimate employers.
- Provide courteous and timely customer service to other county departments and work cooperatively with other county employees.
- Adhere to the Modoc County Code of Safe Practices.

EDUCATION AND EXPERIENCE

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

Equivalent to graduation from high school and one year of office support experience or equivalent business school or community college training in an appropriate field.

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be required to perform job-related duties not included in this document and may be required to have specific job-related knowledge and skills.

Administrative Clerk II: Two years' experience as an Administrative Clerk I or equivalent position that would provide the same or closely related experience.

Special Requirements:

Possess a valid California driver's license.

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 the job. Reasonable accommodations may be made to enable employees with disabilities to perform the essential duties.

- Strength and mobility to lift and/or maneuver up to 50 lbs.
- Mobility to work in typical office setting and use standard office equipment.
- Stamina to remain seated and maintain concentration for an extended period of time.
- Vision to read printed materials and a computer screen for prolonged periods of time.
- Hearing and speech to communicate in person or over the telephone.

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.

All county of Modoc employees are designated Disaster Service Workers through State law (California Government Code §3100-3109). Employment with Modoc County requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Work-related training as assigned, and to return to work as ordered in the event of an emergency.

FLSA Status is dependent upon meeting the qualifications for the exemption test. All of the following must be met in order for status to be Exempt. Upon meeting the Exempt status, a certification form will need to be completed to accompany the Personnel Action Notification (PAN) form.

*Position created and approved by the Board of Supervisors June 28, 2022
Effective: July 1, 2022*

Final verified classification approved by:

DocuSigned by:

Human Resources and Risk Manager Director

Reviewed and approved by:

DocuSigned by:

County Counsel

Received and filed by:

DocuSigned by:

Clerk of the Board