



## CLASS SPECIFICATION

### Modoc County

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CLASS CODE:	4025-028
CLASS TITLE:	<b>Health Services Administrative Specialist</b>
FLSA DESIGNATION:	Non-Exempt
RANGE/STEP:	233 (Step A-F \$3,117-\$3,978)

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### **JOB SUMMARY:**

Under general supervision, to perform a full range of clerical duties in a clinical business office and to perform related work as required.

### **DISTINGUISHING CHARACTERISTICS:**

This administrative support class performs advanced level variety of clerical function in the Health Services Department related to billing, contracts, admissions, and patient representative work. Processing financial claims to various vendors and hospitals. Assist the public or other County staff with specialized Department procedures; provide a variety of information about Department policies and procedures; to perform a variety of technical and office support assignments; and to do related support work as required.

### **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.*

- Conducts administrative, operational, budgetary, accounting, or other informational and research projects related to the activities or operational area to which assigned.
- Provides contract service oversight and support; coordinates purchasing activities. reviews requests for payment ensures that work was performed and/or materials delivered and processes invoices.
- Prepares reporting data and submits data in Federal, State and local reporting databases.
- Interview patients to obtain financial, social, and medical information for admission and billing purposes.
- Reviews, evaluates, verifies and enters admission documents and information in the electronic health record system (HER).
- Evaluates medical and billing documents to determine charges, accuracy, completeness and conformance with applicable rules and regulations.
- Tabulates and balances charges, investigates and resolves errors in billing and other reporting.
- Database and records management.

- Analyzes alternatives and makes recommendations regarding such matters as a team and quality improvement alternatives, budget development, administrative policies, staffing, facilities, productivity, and procedure development and implementation; may research and prepare staff reports of a technical nature in the area to which assigned.
- Writes, prepares, and coordinates agenda items for the Board of Supervisors, other commissions, councils, or committees; ensures that all supporting documentation is included with such items; follows-up on governing or policy body actions as required.
- Attends to a variety of office administrative details, such as making travel arrangements, coordinating materials and supply orders, preparing agreements, arranging for equipment purchase and maintenance, and attending meetings or serving on various task forces and committees.
- Prepares information for periodic funding agency or related audits; maintains funding agency records and prepares reports as required.
- Confers with and represents the department and the county or agency in meetings with staff from other departments, representatives of governmental, community, business, professional and public agencies, and the public.
- Coordinates a variety of departmental personnel activities; processes personnel and payroll forms: ensure that forms and requests are in conformance with rules and regulations.
- May have programmatic responsibility for non-technical activities related to the Health Services Programs and Projects to which assigned.
- Uses standard office equipment including a computer in the course of the work; may drive a county vehicle to attend meetings and visit work sites.
- 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, procedures, equipment, and business writing.
- Basic interviewing techniques.
- Practices and terminology used in clerical, accounting, and in a medical setting.
- Recordkeeping principles and practices.
- Correct business English, including spelling, grammar, and punctuation.
- Techniques for dealing with the public, in-person and over the telephone.
- Medi-Cal, HIPAA and other Applicable laws, codes, and regulations.
- Basic principles and practices of Public Administration.

- Basic data sampling and statistical analysis techniques.
- Basic budgetary and accounting practices and terminology.

**Ability to:**

- Make arithmetical computations of moderate difficulty.
- Elicit information from patients related to admissions and billing.
- Learn computerized and manual private and program (Medi-Cal and Medicare) regulations and insurance billing procedures.
- Interpret rules and regulations for patients and others.
- Perform responsible, confidential, clerical work with speed and accuracy.
- Monitor and control patient records to ensure required confidentiality, following HIPAA regulations.
- Use standard medical office equipment including electronic health record systems.
- Analyze situation accurately and adopt effective courses of action in emergencies.
- Deal effectively and tactfully with the public, staff, and other community member.
- Ability to learn new laws, regulations, and procedures pertaining to mental health, substance use and public health case records and reports.
- Work cooperatively with other departments and other agencies.
- Work individually in the absence of supervision.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Using tact, discretion, and prudence in dealing with those contacted in the course of the work.
- Maintaining accurate records and files.
- Training others in work procedures.
- Preparing clear, concise, and accurate documentation, reports, correspondence, and other written materials.
- Defining issues, analyzing, solving problems, and making sound decisions.
- Communicating clearly and concisely, both orally and in writing.
- Gaining cooperation through discussion, persuasion, and motivational enhancement strategies.
- Establishing and maintaining cooperative working relationships with those contacted in the course of 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:*

Position requires possession of a valid California Class C driver's license.

Equivalent to graduation from high school, supplemented by a business or other applicable technical course work and four (4) years of office administrative or secretarial experience.

At least two years of college-level, education is desirable.

**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.*

Mobility to work in a typical office setting, use standard office equipment, drive a county vehicle to attend meetings and visit various work sites; vision to read printed materials and a computer screen. 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 on 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**