

**RIVERSIDE COMMUNITY COLLEGE DISTRICT  
CLASSIFIED POSITION DESCRIPTION**

**JOB TITLE:** Health Services Specialist

**BASIC FUNCTION:** Under the direction of the District's Director of Health Services, provides complex administrative support to the Supervisors of a District-wide team. Plans, organizes, coordinates and participates in operations specific to the day to day operation of the Health Services Department. Provides complex secretarial duties for the Director of health Services.

**PROVIDES WORK OR LEAD DIRECTION TO:** Short-Term employee(s) and/or Work Study student(s).

**REPRESENTATIVE DUTIES:**

1. In the absence of the Director and Supervisor, makes sure the activities in the Health Services office continue to operate smoothly.
2. Maintains confidentiality including information regarding Board, District, personnel, student or controversial matters always adhering to the HIPPA Act.
3. Schedules, arranges, and confirms appointments, meetings and conferences and maintains Director's calendar; arranges travel accommodations.
4. Greet visitors and answers telephone-screening calls and visitors to the appropriate office/personnel.
5. Opens all mail directed to the department, scans for content, sorts mail in order of importance.
6. Schedules and attends meetings; prepares agendas, minutes and related documents; distributes materials appropriate to personnel.
7. Assists in coordinating communication and activities with other college departments and personnel, students, educational institutions, vendors, outside organizations and the public.
8. Inputs and retrieves computerized data; utilizes word processing and other software as required by the position.
9. Oversees electronic medical record software system, entering data, generating reports, performing uploads/downloads of student data, training of department personnel on use of the system, and troubleshooting user problems and questions.
10. Orders, maintains and distributes supplies; organizes and establishes filing and record-keeping system.
11. Assists the director with details on District-wide projects.
12. Performs complex and responsible secretarial duties requiring extensive knowledge of the functions and service programs of the District-level office to which assigned.
13. Provides information and answers complex questions from students, college staff and the general public regarding District programs, policies, procedures and regulations.
14. Receives and transcribes dictation of letters, memos, and complex documents, including material of a confidential nature; independently prepares correspondence and memos.
15. Prepares agenda materials for Board of Trustee meetings, organizing and proofing material that is being submitted.

16. Prepares a wide variety of reports, forms, applications, presentations and documents including statistical reports from the electronic medical records system.
17. Assists in interviewing and training part-time clerical staff and student workers and assists in the preparation of work schedule to maintain adequate office coverage.
18. Maintains a variety of complex files; maintains budget and other financial records; records expenditures, completes paperwork to transfers funds and maintains records for the District-level office.
19. Assists in developing, and maintaining, the Health Services office procedure manual.
20. Inspects documents, forms and records for accuracy and completeness; processes a variety of forms and documents according to established procedures; ensure conformance to established guidelines and standards.
21. Maintains and updates department website.
22. When needed, travels among campuses for office coverage or training.
23. Troubleshoot student insurance claims, when claims are brought in by students.
24. Monitors medical provider licensing and DEA status and informs the Director if expiration is imminent on any medical provider's license.
25. Participates in District-provided in-service training programs.
26. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
27. Performs other duties, related to the position, as assigned.

**EDUCATION:** Associates degree from an accredited institution in business or related field is required. Bachelor's degree from an accredited institution is desired. In lieu of an Associates Degree work experience of at least three years in college health or other medical setting may be substituted for one year of college, in addition to at least 30 semester units of college course work.

**EXPERIENCE:** At least four years working in a secretarial/clerical capacity, preferably in a medical office setting, is required.

**LICENSES/CERTIFICATIONS REQUIRED:** Though not required, a medical coding specialist certificate is desired, including course work in medical terminology.

**KNOWLEDGE OF:** Modern office practices and procedures and computer programming set up for medical record programs. Knowledge of medical coding and billing is required.

**ABILITY TO:** Interpret and explain rules and policies; prepare and edit reports and other materials; multi-task a high volume of phone calls, in person staff, students and department personnel in a professional and courteous manner and prioritize tasks efficiently; setup, manage and revise the Medicat system; effectively teach users of the electronic medical record system on input and retrieval of data; communicate with in-house information services personnel on maintenance issues of the Medicat system; compose letters independently; obtain information from, and communicate effectively with, officials, faculty members, employees, students, and the public; compile and maintain accurate and complete records and reports; type at a speed of not less than 40 net words per minute; establish and maintain effective relationships with others; work independently.

**CONTACTS:** Staff, faculty, students, vendors, administrators, the general public and state and federal agencies.

**WORKING CONDITIONS:** There is a small possibility of exposure to blood borne pathogens and usual medical clinic exposure risk to a variety of communicable diseases. Work is indoors for the most part, and immunity to hepatitis B must be evident by titer or series of immunization. Must be able to lift 50 pounds occasionally.

**OTHER:** Candidate must demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students, staff, and the community.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951) 222-8039.