

**JOB DESCRIPTION
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT
EMPLOYMENT AND
COMPENSATION DIVISION**

Job Title	<u>Patient Services Assistant</u>
Sch & Grade	<u>PAT-5</u>
Class Code	<u>FE24</u>
FLSA Status	<u>Non-exempt</u>
Bargain Unit Elig.	<u>AFSCME</u>
Occupational Group	<u>Administrative Support</u>

PRIMARY PURPOSE:

Interview applicants for clinic services and determines eligibility; perform responsible clerical office duties related to the applicant screening process.

SUPERVISION:

Under general supervision.

DESCRIPTION OF WORK:

ESSENTIAL FUNCTIONS:

1. Interview applicants for clinic services and issues appropriate certification to those who are eligible and approved.
2. Determines eligibility for available Health Department services in accordance with guidelines and procedures approved by the Director of Health.
3. Makes appropriate inquiries regarding accuracy of information provided by applicants.
4. Provides information and guidance to applicants in accessing available sources of health care in the community.
5. Maintains appropriate confidentiality of patient information.
6. Maintains accurate and comprehensive paper and computer files, as required by the Director of Health, pertaining to applications, certifications, and interview outcomes.
7. Holds valid authorization from the State of Missouri to temporarily enroll pregnant applicants into the Medicaid system.
8. Maintains a close working relationship with representatives of state and community health and welfare agencies which may play a role in providing services to applicants.
9. Reviews charges from hospitals and other service providers who have billed the City for services provided to eligible Health Department patients.
10. Utilizes assigned computer software and maintains proficient computer skills for using the department's databases and other data registries related to clinic operations.
11. Calculates data necessary for various reports, budget information, eligibility determinations, etc.
12. Performs a variety of office administration tasks such as copying, filing, faxing, scanning, etc.
13. Attends meetings and conferences, as assigned.

IMPORTANT FUNCTIONS:

1. Sorts, cross-indexes, and files correspondence, reports, records, and other materials according to alphabetical or other acceptable organizational methods.
2. Accepts temporary emergency assignment in other areas of the Health Department, where telephone answering, filing and assisting clients is necessary.
3. Maintains a neat and orderly work area.
4. Attends workshops and seminars for professional development purposes.

Performs related work as required.

QUALIFICATIONS REQUIRED:

Any combination of education, training, and experience providing the following knowledge, skills, and abilities:

Knowledge

Modern office practices and procedures; accurate grammar, spelling, punctuation and standard English usage; record keeping and filing system methods; basic math calculations; lawful procedures related to the handling of patient medical records.

Abilities

Read, understand and interpret a variety of information including city ordinances, patient eligibility guidelines and program information; interview applicants and make sound decisions within established guidelines and procedures; proficiently interview applicants in a pleasant and efficient manner while operating a computer utilizing assigned software; accurately operate a calculator; handle a large volume of public contact including difficult situations and interpretations; follow oral and written instructions; maintain appropriate level of confidentiality for both written and verbal information; efficiently and accurately prepare and maintain records, reports, etc. requiring attention to detail; communicate effectively both verbally and in writing; present an overall professional image; effectively welcome and embrace differences among employees and citizens; perform effectively as a member of a team in carrying out the City's stated mission and philosophy; deal effectively and courteously with associates, patients, outside agencies, and the general public; perform the essential functions of the job without posing a direct threat to the health and safety of others.

Experience, Education, and Training

Typically requires at least two years of experience in general office work; experience with an emphasis on contact with the public desirable; Related college or vocational education may be substituted for some or all of the required experience. Medical office experience including Medicaid eligibility determination experience preferred.

Physical Requirements

Performs bending, sorting, kneeling, and reaching to both ground level and overhead as required for such tasks as retrieving files; lifts and carries up to 30 pounds; pushes and pulls up to 25 pounds; must be able to hold and grip objects; may be subject to sitting for long periods of time; ability to operate a computer keyboard and mouse.

Working Environment

Primarily indoors with heating and cooling regulated in a general office environment.

Licensing/Certification

None

Miscellaneous Requirements

None

Last Revision:	February 14, 2012	GENERAL ORDINANCE NO. 5089
Comments:	Updated Abilities	Date: June 11, 2001

I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.

Signed: _____ **Date:** _____