



# Position Description

Canton City Public Health  
FINAL

|   |  |                    |                        |                                |
|---|--|--------------------|------------------------|--------------------------------|
| <b>Position Title:</b>  | Clinical Receptionist/Office Assistant |                    | <b>Position #:</b>     | 863                            |
| <b>Working Title:</b>   | Nursing Clinical Assistant             |                    | <b>CS Status:</b>      | Classified                     |
| <b>Division or Unit:</b>  | Nursing                                | <b>Reports to:</b> | Nursing Office Manager |                                |
| <b>Employment Status:</b>   | Full-Time                              | <b>Pay Grade:</b>  | R2                     | <b>FLSA Status:</b> Non-Exempt |
| <b>Funding Source:</b>  | General fund and special funds         |                    |                        |                                |
| <b>This position description was last approved by the Board of Health on:</b> |  |                    | May 25, 2019           |                                |

**Position Summary:** Nursing Clinical Assistant performs medical clerical duties in a noisy, fast-paced setting and must be knowledgeable in, and adhere to, nursing policies and procedures. This position engages in repetitive clerical work and must be able to multi-task and facilitate and manage all types of nursing clinics. This individual must maintain confidentiality and possess required knowledge, skills, abilities and experience to maintain accurate data and statistics and be able to explain and demonstrate the essential functions of the job.

- Essential Duties and Responsibilities:**
- 60% Direct and Indirect Clinical Services
    - Provide direct patient services such as patient registration, scheduling appointments, paperwork processing, verifying insurance eligibility, and maintaining clinic flow.
    - Use various software and Internet programs to create/maintain data, process paperwork, schedule appointments, and register patients.
    - Contact patients for appointment reminders and follow-up on missed appointments. This includes utilizing a translation line for foreign speaking families.
    - Process sliding fee discount applications, calculate payment due, collect payments, and generate payment reports.
    - Process billing to various in-network insurance carriers utilizing appropriate ICD-10 and CPT codes, as well as resubmitting and appealing unpaid claims when appropriate.
    - Prepare aggregate data of clinical processes for various department reports.
  - 30% Non-Clinical Services
    - Greet and communicate with visitors, patients or callers and handle their inquiries or direct them to the appropriate persons according to their needs.
    - Provide information to supervisors, co-workers, and clients by telephone, in written form, e-mail, or in person.
    - Complete non-clinical services as directed by grant funding.
    - Create new documents, edit existing documents and prepare reports using standard office software such as Microsoft Word and Microsoft Excel.
    - Locate and store files on shared network drives and other locations.
    - Perform day-to-day administrative tasks such as updating/maintaining forms, ordering supplies, maintaining office equipment, and maintaining documents, correspondence, or other material.
    - Participate in training and professional development.
    - Develop specific goals and plans to prioritize, organize, and accomplish job responsibilities.



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- Receive, sort, and distribute mail.
  - In the event of a public health emergency, the Nursing Clinical Assistant will respond and follow the Incident Command structure to participate and provide support as necessary.
- 10% Other duties as assigned.

## Other Duties and Responsibilities:

- Nursing Clinical Assistant follows the instructions and performs the duties required by the Director of Nursing, Nursing Supervisor, Office Manager or appointing authority. These essential duties are subject to change and in no manner state that these are the only duties and responsibilities to be performed.

## Minimum Qualifications:

- Must have high school diploma or equivalent and complete a standard course in high school including or supplemented by a course in typing and Microsoft Office, basic spreadsheet functions, or any equivalent combination of experience and training.

## Preferred Qualifications:

- Knowledge of medical terminology preferred.

## Minimum Credentials:

- The following credentials must be acquired and maintained prior to initial hire:
- None

## Key Competencies:

The following Council on Linkages Core Competencies (Adopted May 2010) for this position include:

- Analytic & Assessment Skills: 1A4, 1A6, 1A7, 1A8, 1A11
- Policy Development & Program Planning Skills: 2A1, 2A4, 2A6, 2A7, 2A9, 2A10
- Communication Skills: 3A1, 3A2, 3A4
- Cultural Competency Skills: 4A1, 4A2, 4A3
- Community Dimensions of Practice Skills: 5A6, 5A8
- Public Health Sciences Skills: N/A
- Financial Planning & Management Skills: 7A3, 7A5, 7A9, 7A10, 7A11
- Leadership and Systems Thinking Skills: 8A1, 8A3, 8A4, 8A5, 8A6

Canton City Public Health has adopted the following Organizational Competencies that all employees are expected to achieve:

- Customer Focus
- Accountability
- Equity and Fairness
- Continuous Quality Improvement
- Occupational Health and Safety
- Training; Training Group #
- Emergency Preparedness

## Work Environment:

General office setting in the health department facility. Work performed in this position may be subject to challenging interactions with patients. The noise level in the work environment is



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usually moderate. There may be occasional exposure to unruly children and/or adults and blood, bodily fluids, and tissue. Occasional operation of a vehicle may be required. Must be able to sit, stand, and reach above shoulder level. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Approval:** This position description was approved by the Board of Health on: **March 25, 2019**

**Revision History:** Dates of prior approved versions:

## Employee Statement:

I hereby acknowledge that I have received a copy of this position description on this date.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name