(PD-666) Administrative Assistant II - Health Services

POSITION INFORMATION

Internal Team:* SL-CH&W-Health Services-141100
Job Code/Employee Classification:* Administrative Support Assistant II
Job No: 1032-2

MPP Job Code:  
Position Number: Admin Support Assistant 12 Mo
Position no: SL-00010884

CSU Working Title:* Administrative Assistant II - Health Services
Reports To: Dir of Ops & Admin for CH&W

Campus:* San Luis Obispo  
Division:* Student Affairs

College/Program:* Campus Health & Wellbeing  
Department:* CH&W-Health Services - 141100

FLSA Status:* Non-Exempt

SENSITIVE POSITION

Sensitive Position: ☐ Yes ☐ No

Job Summary/Basic Function:* The primary purpose of this position is to provide reception support and excellent customer service to patients and visitors from outside and within the campus community. The incumbent serves as a primary point of contact, providing assistance via phone, email, or in person. The incumbent must have the ability to be confidential and present a professional and pleasant demeanor on a consistent basis while interacting with students, parents, staff, campus officials, visiting guests, and the general public. This position is also responsible for general administrative support for the Health Information department and event support.

Minimum Qualifications:* High school diploma or its equivalent. Two years of general office support experience. Education may be substituted for up to two years of the required experience on a year-for-year basis.
Required Qualifications:

Ability to use tact, diplomacy and compassion to effectively handle a broad range of high level and sensitive interpersonal situations with a diverse population of individuals and varied personalities, and to respond appropriately to conflicts and problems.

Ability to independently handle multiple work priorities and projects.

Thorough knowledge of office methods, procedures, and practices.

Ability to learn, interpret independently, and apply a variety of complex policies and procedures. Ability to identify deviations from applicable policies.

Ability to apply independent judgment, discretion, and initiative to address problems and develop practical, thorough and, at times, creative solutions.

Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, productive work atmosphere in and outside the University with the ability to establish and maintain effective working relationships within a diverse population and with those from various cultural backgrounds.

Ability to effectively multi-task and handle detailed procedures with accuracy while professionally accommodating a fast-paced work environment with frequent interruptions.

Excellent communication skills; ability to effectively communicate information in a clear and understandable manner, both verbally and in writing.

Ability to adapt to a flexible schedule, moving from one assignment to another as the need arises.

Ability to respond to routine inquiries and explain standard policies and procedures to others.

Thorough knowledge of English grammar, spelling and punctuation.

Ability to interpret, communicate and apply policies and procedures.

Demonstrated ability to maintain a high degree of confidentiality.

Excellent computer skills and proficiency with a variety of computer applications including word-processing, spreadsheets, databases, on-line systems, Internet as well as online calendaring and email.

Working knowledge of or ability to quickly learn University infrastructure, policies and procedures.

Preferred Qualifications:

Darnstaled skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.

Knowledge of office protocol in medical setting.

Special Conditions:

This position is paid under the 10/12 pay plan, where salary for 10 months is distributed over 12 months with MONTH and MONTH off (with pay, benefits, and vacation/sick leave accrual continuing through months off).

This position is paid under the 11/12 pay plan, where salary for 11 months is distributed over 12 months with MONTH off (with pay, benefits, and vacation/sick leave accrual continuing through the month off).

Must be willing to travel and attend training programs off-site for occasional professional development.

Must be able to work overtime, occasional holidays, and adjust working hours to meet special jobs. May be called back periodically to perform work as needed on an emergency basis.

The person holding this position is considered a ‘mandated reporter’ under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

Must be able to successfully pass a pre-employment background/fingerprint check.

This position classification has been defined as non-exempt and is subject to overtime provisions of the Fair Labor Standards Act (FLSA).

License / Certification:

n/a
Mandated Reporter:
General - The person holding this position is considered a general mandated reporter under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083, revised July 21, 2017.

NCAA:

Conflict of Interest:
None

Supervises Employees:

Job Duties

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<tr>
<th>% of time</th>
<th>Duties / Responsibilities</th>
<th>Essential / Marginal</th>
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<tbody>
<tr>
<td>90</td>
<td>Provide professional customer service for front desk reception in Campus Health &amp; Wellbeing and respond to a variety of clientele in a compassionate and kind manner.</td>
<td>Essential</td>
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<td>Provide back up coverage for the front desk reception to allow for optimal response to walk-in patients, visitors, and callers, both within and outside of the University.</td>
<td>Essential</td>
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<td>Screen, assess, and schedule appointments for new and returning patients based on patient's immediate medical need. Check in patients for care.</td>
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<td>Provide directions and general information to Campus Health &amp; Wellbeing departments.</td>
<td>Essential</td>
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<td>Answer and assess incoming telephone calls, appropriately forward calls to individuals and/or departments. Receive and convey messages in writing, electronically and verbally. Independently researches matters when necessary to respond to inquiries.</td>
<td>Essential</td>
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<td>Explain immunization requirements and enter immunization data.</td>
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<td>Assist the Health Information department with medical records releases, prepare and retrieve medical information for patients.</td>
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<td>Provide support for outreach events such as Open House, SLO Days, and WOW.</td>
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<td>Provide a broad range of administrative support duties, ranging from assisting with purchasing duties to submitting facility service requests.</td>
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<td>Assist with distributing mail and incoming faxes, and maintaining literature supply in lobby.</td>
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<td>Monitor Campus Health &amp; Wellbeing general email account.</td>
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<td>Research and processes billing inquiries from students and insurance companies.</td>
<td>Essential</td>
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<td>Assist with the processing of No Show/Late Cancellation Fee Appeal Forms.</td>
<td>Essential</td>
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<td>10</td>
<td>Performs other duties and special projects as assigned.</td>
<td>Marginal</td>
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Users and Approvals

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