

LOCAL HEALTH PERSONNEL JOB DESCRIPTION

CLASS TITLE: Support Services Associate I	
TITLE CODE: 2920	SERIES: Medical Services Support
SELECTION METHOD: 100% qualifying	SALARY: (MIN-MID) \$13.50-\$16.79 GRADE: 10 SPECIAL ENTRANCE RATE: May be adjusted at agency's discretion based upon additional education & experience.
POSITIONS IN THIS CLASS GENERALLY REPORT TO: Support Services Supervisor	
PRIMARY USER AGENCY: LOCAL HEALTH DEPARTMENT	

CHARACTERISTICS OF THE CLASS: CHARACTERISTICS OF A CLASS ARE GENERAL STATEMENTS INDICATING THE LEVEL OF RESPONSIBILITY AND DISCRETION OF POSITIONS IN THAT JOB CLASSIFICATION.

An entry-level position under limited supervision provides support to one or more programs, such as clinical, home health, or environmental. Prepare routine letters, answer multi-line phone system, data entry, interacts with patients/public, make appointments, collect fees, and direct clients to the appropriate staff.

MINIMUM REQUIREMENTS: MINIMUM REQUIREMENTS ARE COMPREHENSIVE STATEMENTS OF THE MINIMUM BACKGROUND AS TO EDUCATION, EXPERIENCE, AND OTHER QUALIFICATIONS WHICH WILL BE REQUIRED IN ALL CASES AS EVIDENCE OF AN APPOINTEE'S ABILITY TO PERFORM THE WORK PROPERLY.

EDUCATION: High School Diploma or GED.

EXPERIENCE: None

SUBSTITUTION CLAUSE: N/A

EDUCATION: N/A

EXPERIENCE: N/A

SPECIAL REQUIREMENTS: (AGE, LICENSURE, REGULATION, ETC.) The entry level incumbent would participate in on the job training programs to become knowledgeable regarding the Patient and Community Health Services Reporting and Billing Procedures (PSRS).

POST EMPLOYMENT REQUIREMENTS: EMPLOYEES IN THIS CLASS WILL BE REQUIRED TO OBTAIN CREDENTIALS OUTLINED BELOW WITHIN A REASONABLE TIME, OR IF EMPLOYEES POSSESS SUCH CREDENTIALS AT THE TIME OF HIRE THEY WILL BE REQUIRED TO MAINTAIN THOSE CREDENTIALS SO LONG AS THEY ARE EMPLOYED IN THIS CAPACITY. Receives ongoing trainings.

EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE CLASSIFICATION: EXAMPLES OF DUTIES OR RESPONSIBILITIES ARE NOT TO BE CONSTRUED AS DESCRIBING WHAT THE DUTIES OR RESPONSIBILITIES OF ANY POSITION SHALL BE AND ARE NOT TO BE CONSTRUED AS LIMITING THE APPOINTING AUTHORITY'S ABILITY TO ADD TO, OR OTHERWISE ALTER THE DUTIES AND RESPONSIBILITIES OF A POSITION.

Route and direct the public to the right and correct information, prepare routine letters, labels and other appropriate material, maintain medical records and files, collect and record fees obtained to ensure completeness and accuracy, enter information from the Patient Encounter Forms (PEF) Outcome or Assessment Information Set (OASIS), generate and issue Woman Infant and Children (WIC) vouchers, request and review routine reports, order inventory and office supplies. Gather information from patients and insurance. Use the Environmental Health Management Information System (EHMIS), Provide certificates for services rendered in environmental, generate and issue all permits and applications, request and reviews relevant reports for completeness, complete forms containing all pertinent information for processing.

TYPICAL WORKING CONDITIONS AND UNIQUE PHYSICAL REQUIREMENTS: INCUMBENTS IN THIS CLASSIFICATION WILL TYPICALLY PERFORM THEIR PRIMARY JOB DUTIES UNDER THESE CONDITIONS. THESE CONDITIONS MAY CHANGE ON OCCASION IN PERFORMING THE DUTIES OF AN INDIVIDUAL POSITION.

Work typically is spent inside the office.

ADDITIONAL REQUIREMENTS:

Applicants and employees in this classification may be required to submit to a drug screening test and background check according to the agency's policies.

DATE CLASS ESTABLISHED: 7/1/06

DATE OF LAST REVISION: 10/3/22

THE LOCAL HEALTH DEPARTMENTS DO NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, NATIONAL ORIGIN, SEX, AGE, DISABILITY, SEXUAL ORIENTATION, GENDER IDENTITY, ANCESTRY OR VETERAN STATUS. REASONABLE ACCOMMODATIONS ARE PROVIDED UPON REQUEST.