

LOCAL HEALTH PERSONNEL JOB DESCRIPTION

CLASS TITLE: Support Services Associate III	
TITLE CODE: 2922	SERIES: Medical Services Support
SELECTION METHOD: 100% qualifying	SALARY: (MIN-MID) \$17.04-\$21.19 GRADE: 14 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.

This employee has gained the full understanding and comprehension of the position responsibilities listed in the Level I and II. The employee serves as a resource person with the ability to answer and seek out answers to more complex issues and services, and has ability to work independently with limited supervision, train co-workers, making arrangement and scheduling for clinics and attend train.

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: Three (3) years of professional business or public administrative experience in a medical, hospital or administrative office environment using electronic office equipment and professional software.

SUBSTITUTION CLAUSE: See Below

EDUCATION: None

EXPERIENCE: Additional education (college, vocational school, etc) in business education or a medically related field may substitute for the required experience on a year for year basis.

SPECIAL REQUIREMENTS: (AGE, LICENSURE, REGULATION, ETC.) This employee should have participated in training and is competent in use of the Patient and Community Health Services Reporting and Billing procedures (PSRS) system.

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. None.

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.

Proficient knowledge and ability to perform vendor billing, attend workshops and disseminate necessary information resulting from training, to obtain prior-authorizations thru Medicaid/Insurance, 3rd party payor guidelines, to perform all computer data entry (visits, billing., etc.) and PC programs, to pre-bill and final bill all payors for services rendered, to properly code AR payments and manually post them as well as posting via computer system, ability to address all outstanding accounts and follow resubmissions/corrections, ability to maintain alphabetical, numerical and subject filing system, ability to operate and compute amounts using electronic office equipment, ability to teach/instruct other clerical staff in problem solving and ability to contact third party payors and address problems, addressing more complex problems with supervisor.

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: 07/01/06

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.