

**PURPOSE OF THE CLASSIFICATION:** Under general supervision is responsible for providing administrative assistance within the Human Resources (HR) Department, maintaining confidentiality and exercising discretion at all times, assists in administrative and/or clerical work in relation to human resources support operations and performs other related assigned duties.

**ESSENTIAL TASKS:**

- Provides support for department to include answering telephone calls, recording, and transmitting messages and assists with receiving, logging and scheduling grievances, hearings, and other meetings, and preparing exhibits for arbitration hearings,
- Distributes mail/surveys, inputs various data into and maintains City Personnel/computer/hardcopy files, creates documents, and establishes file tracking system and backup procedures, utilizing advanced computer software packages to maintain database information
- Assists internal and external customers with questions regarding contact information and locations for all City departments and other general inquiries utilizing the City Personnel Policies and Procedures as necessary, providing the most cost efficient, prompt and the highest quality services possible
- Orders and maintains supplies for all divisions, ensuring optimal inventory
- Assists with projects and/or research as assigned
- Must report to work on a regular and timely basis

**In addition to the above tasks, the following essential tasks may be required by the individual department/division.**

**Occupational Health**

- Maintains calendars with scheduling patient appointments, physician consultations, and meetings
- Greets patients and visitors, prioritizing urgency of patient visits including awareness of patient safety
- Ensures documents, case histories, and patient data forms are completed and scans medical records such as laboratory results, test reports, and consultation notes
- Ensures medical record requests meet requirements and are processed appropriately, and completes medical record billing, including initiating collection calls and reminders
- Maintains confidentiality of all medical data per Health Insurance Portability and Accountability Act/ Genetic Information Nondiscrimination Act, (HIPAA/GINA) and other relevant privacy guidelines practices

**Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.**

**QUALIFICATIONS:**

**Training and Experience:** Must meet the following criteria or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 100:

- (a) Graduation from high school or possession of a General Educational Development Certificate (GED); **and,**
- (b) Four (4) years of general office experience; **including,**
- (c) One (1) year of experience in a high-volume Human Resources or Medical office environment (some positions); **or,**

(d) One (1) year handling confidential and/or complex information

**PAY INCREASE OPPORTUNITY**

This position may be eligible to participate in the Office Administrator I (OT-17) proficiencies, as approved by management. More information can be found [here](#).

**Employees requesting proficiency or progression increase must not be on a City Performance Improvement Plan at the time of the request.**

Employee will be eligible for a one step increase upon completion of fifteen (15) accredited college hours and one (1) year employment in the position.

Knowledge, Abilities and Skills:

Knowledge of:

- Considerable knowledge of the methods, practices, policies and techniques of customer service, medical office protocols and personnel administration
- Considerable knowledge of word processing, database and/or spreadsheet software packages at the advanced technical level
- Knowledge of regulatory and City privacy best practice
- Knowledge of City and Department Policies and Procedures
- Knowledge of office practices, procedures and associated equipment

Ability to:

- Ability to assist with projects and/or research while maintaining confidentiality
- Ability to communicate effectively both verbally and in writing; ability to function in a high-volume work environment
- Ability to understand and influence the behavior of others within the organization, customers or the public in order to achieve job objectives and cause action or understanding.
- Ability to follow verbal and written instructions
- Ability to courteously and tactfully communicate with fellow workers, supervisors, other members of the organization and the public in giving and receiving information
- Ability to provide high level customer service to internal and external customers

Skill in:

- Skill in handling difficult situations calmly and professionally
- Skill in communicating to a diverse customer base

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting and carrying up to 20 pounds; may be subject to standing, walking, sitting, reaching, bending and handling; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: None required.

**WORKING ENVIRONMENT:** Working environment is primarily indoors in an office setting.

**EEO Code: N-02**

**Group: Clerical and Administrative**

**Series: Human Resources Management**