

## ASSISTANT SUPERVISING HOSPITAL CLERK (SPANISH SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: Under supervision, an incumbent of this class is responsible for the coordination of the day to day clerical operation of a patient unit or medical service (in-patient or outpatient) or other support service of the hospital. Work involves contact with patients, their families and hospital staff; and includes scheduling appointments, processing forms; providing information; performing complex clerical activities; and maintaining accurate records and files. Supervision is exercised over a small number of clerical support personnel or assisting in supervising a number of clerical staff in a larger unit. The duties require proficiency in both Spanish and English, providing interpretive and information services. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Implements procedures and systems to be used in the day to day operation of the assigned unit;

Maintains appointment schedules for clinical professionals in accordance with established procedures;

Acts as a lead or participates in the supervision and coordination of all of the clerical activities to ensure adequate clerical coverage and the smooth and efficient operation in an assigned area;

Provides training and guidance to new clerical staff;

Records statistical information regarding the activities of the unit and compiles them into daily, monthly and annual reports in formats required by administrative personnel and by outside auditing agencies;

Bills patients either through third party reimbursement or collection of fees for services rendered, and insures the collection of these bills in a timely manner;

Maintains a system of compiling accurate and complete records and charts;

Enters and retrieves data and compiles reports using an automated system and equipment;

Answers telephones and responds to inquiries for information;

Coordinates the reporting of information with Medical Records, Nursing, Fiscal Services and other departments of the Medical Center as required;

Provides information regarding patients, scheduling and services to house staff, attending physicians, nurses, social workers, probation officers, volunteers and other authorized persons;

Completes and processes forms, form letters, and other records and charts in accordance with established procedures;

EXAMPLES OF WORK: (Cont'd)

Communicates, both orally and in writing in the Spanish and English languages;

Provides assistance to patients and their families/visitors with information and directions both orally and in writing in the Spanish and English languages;

Checks records and forms for completeness and accuracy and makes necessary changes;

Provides information and assistance to patients, their families and the public regarding the services available to them in the unit;

Requisitions supplies and equipment for use in the unit and insures that an adequate inventory is maintained;

Provides assistance to patients, their families and the public with information and directions;

Arranges for repair of equipment;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

Accesses protected health information (PHI) in accordance with departmental assignments and guidelines defining levels of access (i.e. incidental vs. extensive)

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of general office procedures, particularly those involved with record keeping; ability to coordinate the work of others; ability to read, speak and listen to the Spanish language at a level sufficient to pass a Spanish Language Proficiency Test; ability to communicate effectively in English, both orally and in writing; ability to understand and carry out complex written and oral instructions; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; good judgment; resourcefulness; initiative; tact; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and three years of experience where the primary function of the position was performing clerical work in a health-related setting, one year of which must have been in a hospital or health care facility involving the use of automated systems.

SUBSTITUTION: Satisfactory completion of 30 credits\* may be substituted on a year for year basis for up to two years of the above experience. There is no substitution for the one year of specialized experience.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

SPECIAL NOTE: Must be fluent in both Spanish and English.

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Job Class Code: C2796  
Job Group: VI