

## HOSPITAL CLERK (SPANISH SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: Under supervision, an incumbent of this class performs routine clerical duties related to the day-to-day operation of a patient unit or medical service (in-patient or out-patient) or other support service at the Westchester Medical Center. Work involves extensive contact with patients, their families, and hospital staff. Responsibilities include scheduling appointments, processing forms, providing information and maintaining detailed records and files. These duties require proficiency in both the Spanish and English languages, providing interpretive services. Good communication skills are an essential function of this position to insure the smooth and effective operation of the unit. Supervision is not a responsibility of this class. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

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

Maintains appointment calendar for an assigned hospital service;

Answers telephones, takes messages and responds to inquiries for routine information;

Maintains clean and orderly environment within assigned unit;

Provides assistance to hospital staff, patients and their families/visitors providing information and directions, both orally and in writing, to Spanish and English speaking clients or visitors;

Sets up, maintains, duplicates, tracks, matches, and purges records and files in accordance with established procedures;

Distributes patient rights booklets and informs patients of same and ensures documentation;

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

Prepares flow sheets and problem lists as directed;

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

Reviews charts to identify advanced directive completion and follows up to ensure timely submission of form as defined by regulation;

Communicates with other hospital divisions;

Keeps logs of daily activities of unit;

Makes appropriate request for work orders and follows up to ensure completion;

EXAMPLES OF WORK: (Illustrative Only)

May keep time and attendance records of staff, as requested;

Maintains communication centers such as bulletin boards;

Opens, sorts and distributes incoming mail;

Re-orders supplies and replenishes stock to maintain an adequate inventory of supplies and ensures timely receipt of supplies;

Arranges for repair of equipment and follows up to ensure completion;

Enters and retrieves data on electronic data equipment;

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

Maintains safe working area at all times;

May collect payment for fees and issues receipts.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Working knowledge of hospital organization and procedures; ability to prepare and maintain records; ability to deal courteously and effectively with the public and professional staff; 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 speak and comprehend the spoken English language, both directly and over the phone; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to work quickly and efficiently under stressful conditions; accuracy; thoroughness; tact; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma.