

REGISTRATION CLERK (SPANISH SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, incumbents of this class are responsible for a variety of clerical tasks related to the registration of patients in a Health Center or at the Medical Center for tests, or students at the Westchester Community College. This involves securing, compiling and verifying data for required forms, records and reports in accordance with established procedures, and the entry and update of data in an automated information system. These duties require proficiency in both Spanish and English, providing interpretive and information services. 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;

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

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

May perform other incidental tasks, as needed;

When assigned to WCC:

Participates in the general registration of all students in accordance with established procedures;

Accepts payment for registration in the form of checks, cash, credit cards, or money orders;

Issues receipts for payments received;

Issues refunds when appropriate, and in accordance with established policies and procedures;

Balances deposits at end of shift;

Maintains back-up files of students programs, courses, grades and related records;

Contacts students in the event of course changes or cancellations;

Answers student inquiries or refers them to appropriate source;

Prepares student rosters and attendance sheets for instructors; maintains contact with professors as needed;

Assists in preparing records for student graduations, transfers and certificate programs;

Prepares students transcripts, and forwards them as requested;

EXAMPLES OF WORK: (Cont'd.) (Illustrative only)

May collect fees for transcripts and issues receipts;

Verifies, checks and inputs data from various documents using computer terminals to maintain up to date records of student programs, courses and grades;

Assists in the researching and compiling records for graduation evaluation.

When assigned to a Health Center or the Medical Center:

Performs manual and automated registration of patients using established procedures, securing information including: patient information, insurance carrier(s), demographics, etc.;

Performs electronic data processing functions for the maintenance and modification of patient records;

Verifies and prepares forms, records and reports for processing;

Compiles and maintains patient records and patient filing system;

Converts procedures/diagnoses into pre-established ICD-9CM and/or CPT-4 codes and inputs to registration system;

Collects fees/co-payments for services and issues receipts;

Responds to phone and in-person inquiries from patients and the general public providing information of a routine nature or routing as appropriate.

Schedules patient appointments and calls outpatients to confirm scheduled appointments;

Processes requests and collects payments for film or record copying;

Performs related clerical tasks required for the efficient and effective operation of the unit/clinic;

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

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Knowledge of automated information systems; knowledge of office terminology and procedures, including the use of simple office machines; knowledge of record-keeping and filing systems; familiarity with interviewing techniques required to elicit specific information; ability to complete forms and other documents with a high degree of accuracy and attentiveness to detail; ability to meet and deal with people in an efficient, courteous and tactful manner; ability to read, speak and listen to the Spanish language at a level sufficient to pass a Spanish Language Proficiency Test; ability to enter, extract and compile data accurately using automated information systems; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments; ability to carry out verbal and written directions; tact; initiative; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and one year of clerical experience which must have included data entry or word processing and that also included or was supplemented by one year of experience involving obtaining information from the general public or clients.

SUBSTITUTIONS: Satisfactory completion of 30 credits*, which must have included coursework in data entry or word processing, or satisfactory completion of an approved secretarial or business school, which included coursework in word processing or data entry, may be substituted for the one year of experience.

NOTE: Experience working as a cashier is NOT acceptable experience for this position.

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: Must be fluent in both Spanish and English.

*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 Department of Education as a post-secondary, degree-granting institution.