

SUPERVISING HOSPITAL CLERK

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of a higher level hospital administrator, an incumbent of this class is responsible for the supervision, direction and coordination of hospital clerks in an assigned unit of the Westchester Medical Center. This may entail the supervision of an operation of scheduling patients for medical treatment and ancillary services on an in-patient or out-patient basis, processing the appropriate forms for the purpose of billing and collection from third party reimbursement agencies, providing information, and maintaining accurate records and files. Work involves extensive contact with the public, professional medical and technical staff. Supervision is exercised over a large number of clerical support personnel. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Drafts procedures and develops systems to be used in the day-to-day operation of the assigned unit;

Prepares staffing schedules for both professional and clerical staff in coordination with nursing scheduling;

Supervises and coordinates all of the clerical activities involved in the smooth and efficient operation of the unit, including all of its sub-divisions;

Interviews and trains new clerical staff, and conducts evaluations on work performance;

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;

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

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

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

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

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

May coordinate the billing of patients for services rendered, and supervise the collection of these bills in a timely manner, either directly or through third party reimbursement agencies;

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

Prepares the annual budget request for the unit for the review of the administrator in charge;

EXAMPLES OF WORK: (continued)

Attends meetings and conferences as required;

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 the organization, operations and procedures of a large hospital; good knowledge of general office procedures, particularly those involved with record keeping; ability to compile and report statistical information; ability to supervise, plan, schedule and coordinate the work of others; ability to communicate effectively 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 five 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 and one year of which must have been at the supervisory level.

SUBSTITUTION: Satisfactory completion of 30 credits* may be substituted on a year for year basis for up to four years of the above stated clerical experience in a health-related setting. There is no substitution for the one year of experience in a hospital or the one year of supervisory 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.

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Job Class Code: C1062
Job Group: VIII