### SAN JUAN BASIN PUBLIC HEALTH
### CLASS SPECIFICATION
### Administrative Support Assistant I

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<tr>
<th>JOB FAMILY</th>
<th>BAND/GRADE/SUBGRADE</th>
<th>FLSA STATUS</th>
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<tbody>
<tr>
<td>Administrative Support</td>
<td>A12/13</td>
<td>Non-Exempt</td>
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### CLASS SUMMARY:
This class is the first level in a three-level Administrative Support Series devoted to providing clerical and clinic support and office coordination. Incumbents, as assigned, perform central reception by greeting, screening and directing office visitors, patients and callers or providing information; receive and route incoming mail, faxes and shipments; create and maintain files; process, prepare and distribute various documents including vital statistics and medical records, correspondence and informational flyers; schedule appointments; receive and account for money collected; prepare examination rooms and clients for examination; collect and maintain specimens; perform simple lab tests; and maintain an inventory of supplies and materials.

### ESSENTIAL DUTIES:
*This class specification represents only the core areas of responsibilities; specific position assignments will vary depending on the needs of SJBPH.*

<table>
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<th>ESSENTIAL DUTIES</th>
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<td>Performs reception duties; greets visitors, patients or other customers and responds to routine inquiries, information requests, and/or provides referral information; receives, screens and routes calls and messages; may serve as primary reception contact; maintains visitor registration log and distributes visitor badges, as required.</td>
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<tr>
<td>Receives, sorts, routes or distributes mail, faxes, and/or shipments.</td>
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<td>Processes, prepares and distributes various documents, correspondence, informational/educational materials, and/or records related to area of assignment; provides customer assistance with the completion of forms.</td>
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<td>Gathers, compiles, verifies, distributes and maintains records, files, logs and other information; responds to records requests and maintains logs of disposition; prepares photocopies; maintains records and information in accordance with retention procedures.</td>
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<td>Enters and updates data in automated systems; verifies data input and makes corrections; retrieves basic report information.</td>
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<td>Receives and accounts for money collected, as assigned; reviews and balances daily receipts or data; prepares deposits; and/or maintains basic reports.</td>
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<td>Schedules appointments and meetings; notifies participants or attendees; and updates and maintains calendars or scheduling documents.</td>
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<td>Reviews supply and equipment requirements for meetings, appointments, examinations and/or routine needs of assigned area; monitors and maintains availability of adequate supplies; initiates supply requests; performs routine equipment maintenance or initiates service requests.</td>
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Drives and maintains the ability to operate a motor vehicle as required in the provision of assigned duties.

Performs other duties of a similar nature and level as assigned.

### POSITION SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:

Positions assigned to Clinic Assistant may be responsible for:
- Preparing examination room for clinic sessions;
- Assisting practitioner/clinician with routine examination and treatment procedures;
- Collecting and labeling specimens;
- Performing simple lab tests and entering results in system;

Positions assigned to Nurse Family Partnership may be responsible for:
- Performing Medicaid billing procedures;
- Assisting in the development and preparation of culturally sensitive marketing materials;
- Distributing brochures;
- Providing program enrollment support and customer assistance.

Positions assigned to Dental Administrative Support Assistant may be responsible for:
- Assisting Dental Hygienist with data entry and medical billing associated with dental exams;
- Assisting in loading/unloading, set up and break down of mobile dental equipment in schools.

Positions assigned to HCP Care Coordination may be assigned to:
- Coordinating and planning the annual clinic schedule with providers at Children's Hospital of Colorado.
- Triaging referrals, and scheduling families for monthly clinics.
- Provide administrative support the RN Coordinator.
- Coordinate care for families who seek specialty care outside of the area.
- Assist with data exchange between providers.

Positions assigned to COVID-19 response may be assigned to:
- Making and receiving calls related to COVID-19;
- Assuring that information used in COVID calls is up to date;
- Assisting with administrative duties at/for community testing sites;
- Packaging and storing samples properly and assuring they are received by the courier.
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TRAINING AND EXPERIENCE:
High School Diploma or GED and six months of office or health clinic support activities.

OR

An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above, unless otherwise subject to any other requirements set forth in law or regulation.

LICENSING/CERTIFICATIONS:
- Valid Colorado Driver's License.

Wage Scale Range:
- $13.72-$19.90 (A12)
- $14.91-$21.63 (A13)

KNOWLEDGE OF:
- Standard practices, methods and materials of assigned work.
- Basic mathematical concepts.
- Uses and properties of supplies and equipment.
- Applicable federal, state and local laws, codes, regulations (based on assignment).
- Customer service principles.
- Specialized equipment relevant to area of assignment.
- Modern office technology.
- Health Insurance Portability and Accountability Act.

SKILL IN:
- Providing attention to detail in assignments.
- Following directions and meeting standards.
- Maintaining files, records and supplies.
- Comprehending reference books and manuals.
- Operating assigned equipment.
- Exercising confidentiality.
- Interpreting and applying applicable laws, codes, regulations and standards (based on assignment).
- Providing customer service.
- Utilizing a computer and relevant software applications.
- Utilizing communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public and others to sufficiently exchange or convey information and to receive work direction.
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**ADA AND OTHER REQUIREMENTS:**
Positions in this class typically require: reaching, standing, walking, fingering, grasping, talking, hearing, seeing and repetitive motions.

**Light Work:** Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to lift, carry, push, pull or otherwise move objects including the human body. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work, and the worker sits most of the time, the job is rated for light work.

**Working Conditions:** Work is performed in both the field and in an indoor office environment with moderate exposure to hazardous materials (such as chemicals, blood and other body fluids) and travel.

**Emergency Preparedness:** Must participate from time to time in Disaster Preparedness and emergency events.

**NOTE:**
This job classification description is intended to be generic in nature. It is not necessarily an exhaustive list of all duties and responsibilities. The essential duties, functions and responsibilities and Fair Labor Standards Act (FLSA) designation may vary based on the specific tasks assigned to the position.

**CLASS HISTORY INFORMATION:**
Date: (03/2017)
Updated to change Medical Assistant to Clinic Assistant (10/2017)
Added Lead Admin Assistant at A13 and Position Specific comments (11/2017)
Added Dental Administrative Support Assistant and position specific comments (8/2018)
Added wage pay range (05/2019)
Removed Medical interpretation and translation requirement (7/2019)
Added in HCPF Care coordination job specific duties, changed Prevention and population health to Nurse Family partnership (7.2019)
Added COVID-19 response job specific duties (8/2020)
Removed Lead Administrative Support Assistant duties (9/2021)
Updated Title to Administrative Support Assistant I (9/2021)

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<th>Approved by:</th>
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<tr>
<td>(Supervisor – Signature)</td>
<td>(Title)</td>
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<th>Reviewed by:</th>
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<tr>
<td>(Human Resource Director – Signature)</td>
<td>(Title)</td>
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Receipt and Acknowledgment:
I acknowledge and understand that:

- This job description, and receipt and acknowledgment of this job description, does not imply or create a promise of employment or employment contract of any kind. I understand and acknowledge that my employment with San Juan Basin Public Health is “at will” and may be terminated by me or the employer at any time with or without cause.
- The job description provides a general summary and requirements of the position in which I am employed. At this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor if, at any time, I am no longer qualified for my position and/or unable to perform the job requirements or essential functions of my job.
- Job descriptions, duties, tasks, work hours, work requirements and qualifications may be changed at any time at the discretion of San Juan Basin Public Health. Further, all San Juan Basin Public Health employees understand and acknowledge that any loss of funding to SJBPH may result in employer restructuring, amended/eliminated job descriptions, and/or termination of employment.
- Acceptable job performance requires: (a) proper compliance with and completion of all aspects of the job description; and (b) compliance with San Juan Basin Public Health policies, procedures, rules and regulations.
- I have read and understand this job description.

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<tr>
<th>(Print Employee Name)</th>
<th>(Employee Signature)</th>
<th>(Date)</th>
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