

City of San José
CLASS SPECIFICATION

Title: Employee Health Services Supervisor (5121)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Human Resources	Varies	Non-exempt

CLASS SUMMARY

Under direction, performs work of considerable difficulty in supervising and directing employees engaged in providing direct patient care and medical office support in the Employee Health Services Unit (EHS). Oversees the Third Party Administration (TPA) as applicable; plans and organizes administrative and office management functions including personnel, facility, supply management, and billing. Performs related work as required.

DISTINGUISHING CHARACTERISTICS

This classification has full supervisory responsibility over medical office support personnel in the Medical Assistant series, including training. Incumbent works regularly on tasks that are varied, requiring considerable discretion and independent judgment. This classification relies on experience and judgment to ensure the efficient and effective functioning of the unit. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements. This class differs from Medical Assistant, Senior in that the latter provides only direct patient care and does not have supervisory responsibilities.

QUALIFICATIONS

(These qualifications are typically required. An equivalent combination of education and experience sufficient to satisfactorily perform the duties of the job may be substituted.)

Minimum Qualifications

Education and Experience

Two (2) years of undergraduate course work from an accredited college or university (60 semester units or 90 quarter units) AND completion of an accredited training program (i.e. Regional Occupation Center/Community College) in medical assisting/equivalent with emphasis on the outpatient environment; AND three (3) years of experience as a Medical Assistant in an occupational and/or ambulatory setting, including at least one (1) year of lead or supervisory experience.

Required Licensing (such as driver's license, certifications, etc.)

- Possess and maintain a valid California or National Medical Assistant Certification, Phlebotomy certification required, and CPR certification.
- Possess and maintain addition certifications and/or trainings required by the City of San Jose EHS. Certifications and/or training requirements are subject to change per EHS policies.

Other Qualifications

(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)

Basic Competencies

(Needed at entry into the job in order to perform the essential duties.)

- Job Expertise – Demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies and federal and state rules and regulations.

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- Communication Skills - Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills and displays openness to other people's ideas and thoughts.
- Computer Skills - Experienced with common business computer applications including but not limited to: MS Outlook, MS Word, MS PowerPoint, MS Access, and MS Excel.
- Team Work and Interpersonal Skills - Develops effective relationships with co-workers and supervisors by helping others accomplish tasks and using collaboration and conflict resolution skills.
- Building Trust – Communicates an understanding of the other person's interests, needs and concerns; identifies and communicates shared interests and goals; identifies and communicates differences as appropriate; demonstrates honesty, keeps commitments and behaves in an appropriate manner.
- Decision Making - Identifies and understands issues, problems, and opportunities; uses effective approaches for choosing a course of action or developing appropriate solutions.
- Flexibility - Makes effective decisions and achieves desired results in the midst of major changes in responsibilities, work processes, timeframes, performance expectations, organizational culture, or work environment.
- Planning - Acts to align own unit's goals with the strategic direction of the organization; Defines tasks and milestones to achieve objectives, while ensuring the optimal use of resources to meet those objectives.
- Supervision - Sets effective long and short-term goals based on a good understanding of management practices; establishes realistic priorities within available resources; provides motivational support; empowers others; assigns decision-making and work functions to others in an appropriate manner to maximize organizational and individual effectiveness.

DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FREQUENCY*
1.	Directs the activities of employees in the Employee Health Services Unit; functional responsibilities include training, scheduling, assigning and reviewing work; prepares staffing plans and work schedules. May perform work of similar nature to those employees supervised.	Daily/Several Times
2.	Acts as a liaison between unit supervised, central administrative offices, TPA, and clinical staff in resolving problems related to patient information; manages vendor contracts; serves as the primary contact and liaison for the TPA as applicable.	Daily/Several Times
3.	Reviews and prepares patient summaries, test results, and medical records; reviews documents and records for accuracy and quality control; completed paperwork and filing	Daily/Several Times
4.	Assists in developing and establishing unit goals and objectives; monitors unit budget.	Daily

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5.	Compiles statistics on workflow production; prepares and writes reports; performs data entry.	Daily
8.	Interprets and explains policies and procedures to staff, patients and departments; develops internal policies; acts as a liaison between unit supervised and central administrative offices regarding implementing policies and procedures; implements and explains state and federal rules and regulations pertaining to medical assistance programs.	Daily
9.	Reviews supply purchases and inventory prior to purchase.	Weekly
10.	Plans wellness programs and provides education and outreach to employees.	Intermittent
11.	Manages the implementation of new policies, procedures, and technology in cooperation with outside departments, vendors, superiors, colleagues, and subordinates.	Intermittent
12.	Coordinates facility maintenance and repair work.	Intermittent
13.	May assist in personnel matters such as conducting the recruitment and hiring process, providing recommendations regarding discipline and other personnel related actions, and completing employee evaluations.	As Required
14.	Performs other related duties as required.	As Required

*Frequency defined as Daily/Several Times, Daily, Weekly, Intermittent, or As Required

PHYSICAL/ENVIRONMENTAL ELEMENTS

The following is a general statement for the classification. Individual positions may have additional or different physical/environmental elements.

In an office environment, possess ability to:

- Operate, access, enter, and retrieve data using standard office equipment, including but not limited to a computer or tablet;
- Read printed materials and a computer screen;
- Communicate in person and over the telephone;
- Lift, carry, push, and pull materials and objects up to 25 pounds, or heavier weights, in all cases with the use of proper equipment;
- Move between/within work areas, including but not limited to sitting, walking, and standing on various surfaces, turning, bending, grasping, and making repetitive hand movements;
- Be exposed to moderate noise levels and controlled temperature conditions;
- Maintain professional demeanor during interactions with staff, customers, and the public.

CLASSIFICATION HISTORY Created 02/17; s000