

**City of San José**  
**CLASS SPECIFICATION**

**TITLE: MEDICAL ASSISTANT**

<b>CLASS CODE: 5126</b>		
<b>DEPARTMENT:</b> Human Resources-Employee Health Services	<b>ACCOUNTABLE TO:</b> Varies	<b>FLSA STATUS: Non-exempt</b>

**CLASS SUMMARY:** Assists the Physician and Nurse Practitioner (medical care providers) in providing medical services, such as pre-placement physicals and medical surveillance exams, to prospective and current City employees, and performs related medical office administrative duties.

**DISTINGUISHING CHARACTERISTICS:** This is the first of two levels in the Medical Assistant series. The Medical Assistant is distinguished from the Medical Assistant, Senior in that the latter is responsible for work of more complexity and acts as a lead to the Medical Assistant(s).

**QUALIFICATIONS**

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

**Education and Experience:**

High school diploma or equivalent and completion of an accredited training program (i.e. Regional Occupation Center/Community College) in medical assisting/equivalent with emphasis on the outpatient environment. One year of experience in an outpatient medical assisting position, which has provided training and experience in performing most clinical tasks of this position may be substituted for the medical assistant training program.

**Licensing/Certification Requirements:**

California Medical Assistant Certification preferred, but not required

Phlebotomy certification required.

CPR certification required.

Successful completion of First-Aid, Spirometry and Audiometry training provided by the City of San José is required during the probation period.

**Minimum Knowledge, Skills and Abilities (position requirements at entry and depending on area of assignment):**

- Knowledge of basic nursing practices and medical assisting skills and the various types of materials and equipment related to outpatient care and their application.
- Knowledge of relevant medical terminology.
- Written and verbal English communication skills.
- Ability to instruct and assist patients effectively.
- Ability to perform routine clerical support work.
- Ability to perform routine housekeeping/stocking duties in relation to exam rooms.
- Ability to understand and follow written and verbal instructions of medical care providers.

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**Desirable Qualifications (likely to contribute to more successful job performance; can often be learned on the job):**

- **California Medical Assistant Certification**
- **Ability to work effectively with employees and allied health professionals**
- **Ability to organize and prioritize workload assignments and follow through on assignments.**
- **Ability to learn new procedures and information within a reasonable period of time.**
- **Ability to respond with patience and understanding during stressful conditions related to patient health and emergency situations.**
- **Knowledge of records management, including control, protection of privacy and maintenance of records in a medical setting.**
- **Knowledge of basic tests such as skin tests, spirogram, audiogram, visual acuities, visual field screening, drug screening, and administering vaccinations.**
- **Knowledge of laboratory and x-ray preparation; content of laboratory and x-ray reports in order to relay information after review by the medical care provider.**
- **Ability to calibrate specialized equipment.**
- **Ability to operate and maintain ambulatory care related equipment.**

<b>DUTY NO.</b>	<b>TYPICAL CLASS ESSENTIAL DUTIES:</b> (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:	<b>FRE-QUENCY</b>
1.	Prepares patients for examination, obtains vital signs, verifies history information, and takes detailed history when indicated.	Daily
2.	Maintains examination rooms and nurses station including ordering supplies, transports specimens, washes and packs instruments, and changes solutions.	Daily
3.	Maintains first aid cabinet supplies, updated and stocked in proper locations.	Weekly
4.	Instructs patients in simple procedures/test, and other basic instructions given by the medical care provider.	Daily
5.	Dispenses appropriate educational materials so that patient has better understanding of the procedure/health maintenance issues.	Daily
6.	Completes clinic paperwork and ensures that they are filed in the patient's medical record; maintains medical record control and ensures that record is reviewed and returned to medical records location.	Daily
7.	Assists with office procedures including monitoring of patient flow, telephone screening, ordering supplies.	Daily
8.	Assists medical care providers as needed with routine procedures, administers and provides medication and immunizations as ordered.	Daily
9.	Performs simple procedures/treatments/tests per medical care provider instructions.	Daily

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10.	Processes physician/nurse practitioner orders, including laboratory, x-ray, EKG, spirometry, audiometry, and alcohol breath test.	Daily
11.	Schedules tests and appointments; prepares all forms and requisitions as needed by medical care provider; follows through to make sure laboratory and x-ray reports are received; receives and relays those reports to patients after being instructed to do so by reviewing medical care provider.	Daily
12.	Attends educational seminars or other professional activities as described by the American Association of Medical Assistants to maintain professional standard.	As Required
13.	Performs blood withdraw (with Phlebotomy Certification).	Daily
14.	Assists medical provider in emergency situations by obtaining and documenting patient's vital signs; conducting CPR and calling 911.	As Required
15.	Calibrates specialized equipment.	Daily
16.	Performs clinic daily/weekly/monthly quality assurance.	As Shown
17.	Performs other duties of a similar nature or level.	As Required

**PHYSICAL REQUIREMENTS (Check all that apply to performance of the essential duties of the job)**

	Climbing		Kneeling		Crawling
	Balancing	X	Lifting		Reaching
X	Stooping	X	Fingering	X	Standing
X	Talking		Grasping	X	Walking
X	Hearing		Feeling	X	Pushing
	Crouching				

Over 50% of the job duties are "light". Infrequent heavy lifting equipment—no more than 50 pounds (solo) or with assistance if over 50 pounds. Occasional moderate duties involve moving and pushing equipment.

\_\_\_ *Sedentary Work*: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

\_\_\_ *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 move objects. 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.

X *Medium Work*: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

\_\_\_ *Heavy Work*: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.

\_\_\_ *Very Heavy Work*: Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

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**CLASSIFICATION HISTORY**  
**Established 8/01, s000**