

City of San José
CLASS SPECIFICATION

TITLE: MEDICAL ASSISTANT, SENIOR

CLASS CODE: 5127		
DEPARTMENT: Human Resources- Employee Health Services	ACCOUNTABLE TO: Varies	FLSA STATUS: Non-exempt

CLASS SUMMARY: Under the direction of the City Medical Director, provides direct patient care in the City's occupational medicine clinic. Responsibilities include, but are not limited to leading and training Medical Assistants, directing the day-to-day operations of the clinic, providing and administering medications as well as injections/immunizations, collecting patient information and discharging patients.

DISTINGUISHING CHARACTERISTICS: This is the second of two levels Medical Assistant series. The Medical Assistant, Senior is distinguished from the Medical Assistant by its responsibility for leading and training other medical office support personnel and by the ability to perform assignments of more complexity.

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 plus two years of experience as a Medical Assistant in an occupational and/or ambulatory setting. The two years of experience must include at least one year of leadership experience.

Licensing/Certification Requirements:

California Medical Assistant Certification required

Phlebotomy certification required

CPR certification required

First-Aid, Spirometry and Audiometry training preferred, but not required. (Must complete training during the probation period if training has not already been completed).

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

- Good organizational skills.
- 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.
- Strong written and verbal English communication skills.
- 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.
- Basic knowledge about bloodborne pathogens.
- Ability to lead, evaluate and train other employees.

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- Ability to instruct and assist patients effectively.
- Ability to perform routine clerical support work and use computers and computer applications.
- Ability to understand and follow written and verbal instructions of medical care providers.
- Ability to work effectively with employees and allied health professionals
- 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.

Desirable Knowledge, Skills and Abilities (likely to contribute to more successful job performance; can often be learned on the job):

- 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 perform and manage clinic resources and billing issues (work collaboratively with Medical Director and/or Analyst).
- Ability to calibrate specialized equipment.
- Ability to operate and maintain ambulatory care related equipment.
- Ability to perform routine housekeeping/stocking duties in relation to exam rooms.
- Ability to organize and prioritize workload assignments, such as prioritizing daily clinic operations, and follow through on assignments.

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:	FRE-QUENCY
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

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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
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.	Acts as a lead, assigning, scheduling and checking work, providing technical direction, determining priorities, and training staff. As a lead, may sign timecards and may give input to the supervisor regarding hiring, promotion, termination and discipline of employees.	Daily
18.	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

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exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

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.

CLASSIFICATION HISTORY

Established 8/01, s000