



Job Title	Medical Assistant	FLSA Status	Non-Exempt
Band	GNL	Probationary Period	12 Months
Zone	4	Job Code	12734

Class Specification – Medical Assistant

Summary Statement:	
<p>The purpose of this position is to provide medical and administrative support to the Occupational Health Clinic, Physical Therapy Clinic, and the City Employee Medical Clinic. This is accomplished by receiving and triaging phone calls, scheduling patients for occupational visits, physical therapy, specialists, and radiology appointments. Maintaining supplies for both the front and back office for the Occupational Health Clinic as well as the City Employee Medical Clinic; copying patient records for attorneys, worker's compensation, and other records requests; tracking and implementing the medical surveillance program for City employees; administer vaccines and TB skin tests; provide back office support as a medical assistant to both the Occupational Health Clinic and City Employee Medical Clinic, flu shot clinics, ergonomic evaluations, and drug screens.</p>	
Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
25%	Responsible for the front office receiving and triaging phone calls; scheduling patient visits and coordinating referrals to specialists; creating patient charts and related paperwork; processing requests for medical records; data entry into software program for claims tracking; and medical records archiving.
25%	Greets patients and assigns them to rooms; assists provider with procedures; cleans and stocks rooms; and performs screenings, point of care testing, blood draws, medication administration, injections, and vaccines.
15%	Conducts pre-employment drug screening; completes necessary paperwork; and provides drug screening results to Human Resources.
15%	Orders medical supplies; tracks deliveries and inventory; responsible for paying invoices and tracking supplies for different departments.
10%	Performs wellness screenings for employees participating in Reach Your Peak Wellness Program; and orders and schedules flu vaccine clinics for City employees and dependents.



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10%	Performs ergonomic evaluations for employees; and adjusts equipment and educates employees on proper ergonomic techniques.
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Competencies Required:
Human Collaboration Skills: Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.
Reading: Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Math: Intermediate - Ability to deal with a system of real numbers; and practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing: Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Technical Skills Required:
Standardized Skill Requirements: Work requires the use of standard technical skills appropriate to the work environment of the organization.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.
Education: Equivalent to completion of the twelfth grade (high school diploma or GED).
Experience: Three years of full-time medical assistant clinical experience including at least six months in a clinic or primary care setting.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.	
BLS for Healthcare Providers (CPR/AED)	Upon hire
DOT drug screen certification	Within 6 months of start date
CMA (Certified Medical Assistant) or RMA (Registered Medical Assistant)	Upon hire



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Certifications required in accordance with standards established by departmental policy.	
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Supervision Exercised:

Position has no responsibility for the direction or supervision of others.

Supervision Received:

Receives Directions: The employee normally performs the duty assignments after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion.

Fiscal Responsibility:

The job title prepares accounting, budget, employment actions, and purchasing documents; and does research to justify language used in documents for a unit or division of a department.

Physical Demands:

Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.

Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Seasonally
Wetness and Humidity	Daily
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Several Times per Month
Mechanical and/or Electrical Hazards	Rarely
Exposure to Communicable Diseases	Frequently

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, standard office equipment, EKG, autoclave, thermometer, scale, glucometer, spirometer, and audiometer.

Specialized Computer Equipment and Software: Microsoft Office and Electronic Health Records software.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original Date: January 2015