

## LOCAL HEALTH PERSONNEL JOB DESCRIPTION

<b>CLASS TITLE:</b> Support Services Supervisor	
<b>TITLE CODE:</b> 2923	<b>SERIES:</b> Medical Services Support
<b>SELECTION METHOD:</b> 100% qualifying	<b>SALARY: (MIN-MID) \$20.30-\$25.24</b> <b>GRADE:</b> 17 <b>SPECIAL ENTRANCE RATE:</b> May be adjusted at agency's discretion based upon additional education & experience.
<b>POSITIONS IN THIS CLASS GENERALLY REPORT TO:</b> Local Health Department Director or appropriate staff	
<b>PRIMARY USER AGENCY:</b> LOCAL HEALTH DEPARTMENT	

**CHARACTERISTICS OF THE CLASS:** CHARACTERISTICS OF A CLASS ARE GENERAL STATEMENTS INDICATING THE LEVEL OF RESPONSIBILITY AND DISCRETION OF POSITIONS IN THAT JOB CLASSIFICATION.

A supervisory position responsible for overseeing a staff of support associates in maintaining an information system for recording patient services or inspection results for regulated facilities. The information system consists of data entry regarding patient registration, fee collection, generating charges for services rendered and accounting of payment received. Supervises staff in general medical, environmental, WIC or Home Health departments of the agency.

**MINIMUM REQUIREMENTS:** MINIMUM REQUIREMENTS ARE COMPREHENSIVE STATEMENTS OF THE MINIMUM BACKGROUND AS TO EDUCATION, EXPERIENCE, AND OTHER QUALIFICATIONS WHICH WILL BE REQUIRED IN ALL CASES AS EVIDENCE OF AN APPOINTEE'S ABILITY TO PERFORM THE WORK PROPERLY.

**EDUCATION:** High School Diploma or GED.

**EXPERIENCE:** Five (5) years of professional business or public administrative experience in a medical, hospital or administrative office environment using electronic office equipment and professional software.

**SUBSTITUTION CLAUSE:**

**EDUCATION:** None

**EXPERIENCE:** Additional education (college, vocational school, etc) in business education or a medically related field may Substitute for the required experience on a year for year basis.

**SPECIAL REQUIREMENTS:** (AGE, LICENSURE, REGULATION, ETC.)

**POST EMPLOYMENT REQUIREMENTS:** EMPLOYEES IN THIS CLASS WILL BE REQUIRED TO OBTAIN CREDENTIALS OUTLINED BELOW WITHIN A REASONABLE TIME, OR IF EMPLOYEES POSSESS SUCH CREDENTIALS AT THE TIME OF HIRE THEY WILL BE REQUIRED TO MAINTAIN THOSE CREDENTIALS SO LONG AS THEY ARE EMPLOYED IN THIS CAPACITY. None.

**EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE CLASSIFICATION:** EXAMPLES OF DUTIES OR RESPONSIBILITIES ARE NOT TO BE CONSTRUED AS DESCRIBING WHAT THE DUTIES OR RESPONSIBILITIES OF ANY POSITION SHALL BE AND ARE NOT TO BE CONSTRUED AS LIMITING THE APPOINTING AUTHORITY'S ABILITY TO ADD TO, OR OTHERWISE ALTER THE DUTIES AND RESPONSIBILITIES OF A POSITION.

Oversee support staff assigned in the maintenance of the Patient Services Reporting System for clients provided by the health department; Develop and revise work schedules and assignments to meet staffing and program needs and approves requests for absences; Interpret agency policies, goals and procedures for staff; Attends appropriate meetings to learn of changes in PSRS, procedural and policy changes and records management changes; Provide technical assistance and on the job training for support staff; Coordinates activities of support staff with program staff and may schedule clinics and arrange for special providers; Provide and arrange orientation for new support staff; Maintain correspondence with support staff through newsletter, staff meetings and memorandums; Conducts staff meeting as deemed necessary; Evaluate the performance of employees supervised according to job standards, agency goals and performance achieved; Evaluates the support services functions and processes to ensure smoother operation; interview prospective employees and makes recommendations on hiring; Monitor and report uncollectible account receivables and Schedule clinics as appropriate.

**TYPICAL WORKING CONDITIONS AND UNIQUE PHYSICAL REQUIREMENTS:** INCUMBENTS IN THIS CLASSIFICATION WILL TYPICALLY PERFORM THEIR PRIMARY JOB DUTIES UNDER THESE CONDITIONS. THESE CONDITIONS MAY CHANGE ON OCCASION IN PERFORMING THE DUTIES OF AN INDIVIDUAL POSITION.

Work typically is spent in clinic settings.

**ADDITIONAL REQUIREMENTS:**

Applicants and employees in this classification may be required to submit to a drug screening test and background check according to the agency's policies.

**DATE CLASS ESTABLISHED:** 07/01/06

**DATE OF LAST REVISION:** 10/3/22

THE LOCAL HEALTH DEPARTMENTS DO NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, NATIONAL ORIGIN, SEX, AGE, DISABILITY, SEXUAL ORIENTATION, GENDER IDENTITY, ANCESTRY OR VETERAN STATUS. REASONABLE ACCOMMODATIONS ARE PROVIDED UPON REQUEST.