

## RESIDENT SERVICES CLERK

DISTINGUISHING FEATURES OF THE CLASS: This work is clerical in nature with additional responsibilities of performing assigned tasks in assisting professional staff accomplish administrative functions associated with patient/resident care in a health care facility. Work is performed under general supervision with leeway allowed for the use of independent judgement in resolving problems in accordance with established policy. A Resident Services Clerk does related work as required.

### TYPICAL WORK ACTIVITIES:

- Records treatment and other data on patient charts and records;
- Types a variety of forms, schedules, reports, charts, and other records;
- Files and retrieves from files a variety of patient and operational records;
- Makes appointments for patients/residents and arranges patient/resident transportation in necessary;
- Assists patients/residents in making deposits/withdrawals from their accounts;
- Delivers mail to patients/residents and reads it to them if they are unable to read it;
- May deliver materials and supplies issued to units;
- Answers telephone and receives and relays messages;
- Makes telephone contacts with the families of patients, doctors, and others;
- Maintains and inventory of materials and supplies;
- May record and prepare summaries of staff meetings and conferences;
- Utilizes electronic data processing system to report, record, and process information;
- May assist in the feeding of residents.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Working knowledge of office terminology, procedures and equipment; working knowledge of business arithmetic and English; ability to accurately operate an alpha-numeric keyboard, however, speed is not a significant factor ; ability to acquire a familiarity with medical terminology; ability to understand and follow oral and written instructions; ability to get along well with others and to secure their cooperation; ability to write legibly; clerical aptitude; discretion; physical condition sufficient to perform the essential functions of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and either:

A) One year of clerical experience in a health care facility or agency;

OR

B) One year experience providing patient/resident services in a health care facility or agency.

*NOTE:* Successful completion of one year of course work involving medical secretarial skills from a New York State registered college or university may be substituted for the above experience.

CATTARAUGUS COUNTY CIVIL SERVICE

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