

**City of Pendleton**

**Job Description**

**Office Specialist 3**

**Fire and Ambulance Department**

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| **Department**:  Fire and Ambulance Department | **FLSA**:  Non-exempt |
| **Reports to**:  Fire Chief | **Representation**:  SEIU |
| **Pay Range**:  17, SEIU salary scale | **Date**:  September, 2014 |

**GENERAL POSITION SUMMARY:** *(why does this position exist)*

Performs secretarial work; composes letters and reports requiring comprehensive knowledge of departmental policies and functions; responsible for the billing, receiving and recordkeeping for all insurance charges related to services provided; maintains various departmental records; does related work as required.

**ESSENTIAL FUNCTIONS/MAJOR RESPONSIBILITIES:** *(list those tasks that HAVE TO BE DONE to accomplish the Job Purpose)*

1. Administrative Support Receives, sorts and distributes department mail; applies knowledge of departmental operations in composing and typing correspondence and memoranda from rough draft, written or oral instruction material and uses judgment as to format; serves as telephone and office receptionist; answers routine public inquiries on departmental operations; operates various office equipment, including computer, in performance of assigned duties. Establishes and maintains files and departmental records requiring comprehensive knowledge of departmental operations.
2. Insurance Billing Obtains patient data for ambulance billing, signature forms, HIPPA forms, etc. and submits all required documentation to the billing contractor. Receives money for ambulance and Firemed payments and maintains those records. Codes run sheets for billing purposes. Posts charges and collections to computer and puts all data into forms for reports. Responds to request for fire and medical records.
3. Recordkeeping Keeps monthly statistics of ambulance and Firemed billing and collections and provides yearly reports to the Finance Department.
4. Documentation Preparation Prepares required paperwork for all career and reserve employees, including processing forms for career development and salary increases.
5. Inventory Management Maintains inventory of office supplies and equipment. Places orders, and codes invoices and processes them to the Finance Department for payment. Contacts service personnel to keep office machines in good working order.
6. Operational Support Operates radios as needed and assists in radio communications; operates base radio as required. Obtains recall of personnel when needed for transfers, general alarms, sick leave, etc.

**IMPORTANT FUNCTIONS:** *(list those tasks that may be done, but are not essential to fulfill the job purpose; any ancillary job tasks)*

1. Researches, gathers and prepares data for studies and reports.
2. Coordinates activities with other departments and agencies as needed.
3. Attends meetings or trainings as required.
4. Other duties as assigned.

**DISTINGUISHING CHARACTERISTICS:** *(what separates this job from others in the series?)*

Not in a series.

**JOB SPECIFICATIONS:** *(Education and experience requirements are minimum standards. Other equivalent combinations of education, training and experience will be considered.)*

1**. Education & Experience** *Education and experience requirements are minimum standards.*

1. High School Diploma (or GED) is required; or
2. Associates Degree or a Business College certificate is preferred, but not required for the position; and
3. Work Experience: Indicate the minimum level of work-related experience required to effectively perform the position’s responsibilities. Check only one box.

Less than 12 months

1 – 3 years

3 – 5 years

5 – 8 years

Other

Describe experience: A minimum of two (2) years progressively responsible office; experience in medical billing, collections and a working knowledge of medical terminology.

1. Satisfactory equivalent combination of education and experience.

**2. Special Requirements:**

1. Must possess, or be able to obtain by time of hire, a valid driver’s license.
2. Must be able to pass the department’s security clearance standards including review of criminal history and driving record.

**3. Necessary Knowledge, Skills and Abilities:**

1. Knowledge of modern office practices and procedures.
2. Knowledge of, and proficiency in, computer use and electronic data processing.
3. Knowledge of English and composition, spelling, punctuation and arithmetic.
4. Knowledge of City policies, procedures, and regulations related to airport operations.
5. Knowledge of safety standards, practices and procedures applicable to area of assignment.
6. Knowledge of, or ability to learn medical terminology sufficient to enable processing of ambulance billing.
7. Ability to make decisions independently in accordance with established policy.
8. Ability to perform recurring duties independently and to complete new tasks with limited supervision.
9. Ability to work harmoniously with other employees and to deal tactfully with the public.
10. Ability to handle stressful situations.

1. Ability to maintain regular and predictable attendance to serve customers, interact with co-workers, supervisor, clients, etc., attend meetings and trainings, etc.
2. Ability to establish and maintain effective working relationships and work as a team member.
3. Ability to perform work in a manner consistent with the City’s Core Values of: Respect, Integrity, Caring, Responsibility, Citizenship, Cooperation and Industriousness.

1. Ability to perform the essential functions of the job.

**4.** **Tools and Equipment Used:** *List specialized tools or equipment needed to perform tasks. Add or delete from the sample list below.*

1. Standard office equipment including telephones, computer, printer, fax machine and copy machines; Computer software (Choose all that apply):

MS based word-processing, spreadsheet, and/or data base programs

Outlook or other email communication.

Internet and/or social media

Presentation or desktop publishing software

Specialized or custom software

1. Vehicle - Car/pickup/van/SUV

**5.** **Supervision:**

1. This position does not supervise other staff.
2. This position reports to the Fire Chief. Supervision received is (Choose one):

Direct. Supervisor provides assignments, directs work on a regular basis, and tasks or procedures are usually well defined.

General. Work is assigned more generally and the employee has some autonomy to determine the order or manner in which the work is completed. Existing practices and procedures are used as guidelines to determine work methods.

Limited. Work is performed highly independently with little direction. Position has significant decision-making discretion. Work is evaluated for overall effectiveness.

**6.** **Communications**:

1. Communications are: (*Choose one*)

Primarily with other City staff and/or customers.

Regularly includes others outside the organization (not customers), such as vendors, contractors, attorneys, agents, or business partners.

Routinely with leaders inside and outside the organization such as department heads, City Councilors, public officials from other agencies, and/or community leaders.

1. The communications may be (*Check any that apply*):

Complex

Controversial

Confidential

Have significant impact (affect City services or reputation, or have legal or financial consequences)

**7.** **Cognitive Functions**: *Check the one that most closely aligns to position:*

Tasks require the employee to remember complex processes and/or be able to perform multi-step jobs without step-by-step instructions. Requires a moderate level of independent thinking and reasoning.

Tasks are highly creative or complex and requires significant mental exertion that would typically require specialized schooling, training, certification or a license to be able to accomplish. Employee has some control over the planning and performance of the work, and may determine their own practices and procedures.

Responsibilities include significant accountability (i.e. could expose the City to risk or liability, generate public censure, or impact the work or reputation of the City.) Work is performed highly independently. Employee has significant control over the planning and performance of the work, and may develop or recommend new practices and procedures.

Responsible for developing or approving programs/services; determining quantity and/or quality standards; and monitoring, evaluating, and analyzing program effectiveness to determine success or failure. Routinely engages in autonomous problem-solving. May include developing and implementing policies, procedures or regulations.

**8. Problem Solving:** *Indicate the nature of problems regularly encountered by this position. Check only one box.*

Most situations are resolved using standard procedures and established guidelines.

Situations are somewhat varied; requires application of specific technical skills and expertise.

Varied situations that require significant analysis or interpretation; general precedents and practices used, but may be modified.

Highly varied and unpredictable situations, complex and often non-recurring; new and creative approaches required.

**9.Work Environment*:*** *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

1. Work is performed primarily indoors. Work is most often in a temperature controlled office.
2. Strength Rating (see attached definitions) is: Light .
3. Hazards include: *Check all that apply and include the percentage of time exposed to the listed hazard:*

Office environment / no specific or unusual physical or environmental demands.

Work on and around heavy construction equipment \_\_\_\_%

Exposure to toxic elements/hazardous chemicals \_\_\_\_%

Work at heights in excess of 20 feet \_\_\_%

More than occasional exposure to poor air quality (excessive dust, smoke, fumes, gases, etc.) \_\_\_\_%

Exposure to weather or temperature extremes \_\_\_%

Isolation \_\_\_\_%

Exposure to light or noise extremes \_\_\_\_%

Regular travel outside the City \_\_\_\_%

Risk of injury \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(list) \_\_\_\_%

Significant physical exertion required to\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_%

Other (describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. General hours of work are 8:00 a.m. – 5:00 p.m. Monday – Friday. Variations include (check all that apply):

Frequent or regular overtime

Subject to emergency call out

Split or Night shifts

**10.** **Resource Accountability:**

1. Check item(s) that describe involvement in the budgetary process:

Not applicable  Input  Prepare  Forecast  Monitor  Approve

1. This position has resource accountability for the following level of assets (choose one):

Significant – as would be typified by purchasing authorization up to $25,000, or responsibility for operation or use of very high-level equipment/assets.

Moderate – as would be typified by purchasing authority up to $5,000 or responsibility for operation or use of equipment/assets of moderate value.

None/Low – employees with no purchasing authority or responsibility for operation or use of equipment/assets of modest value.

1. Persons in this classification are responsible to make purchasing decisions resulting in the most efficient solution for the lowest cost.

*The job classification description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

Drafted: 09/17/2014

Adopted:

Revised: August, 2020

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Employee Acknowledgement/Date Supervisor Approval/Date

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Department Head Approval/Date Administration Approval/Date

Overall Job Strength Rating Definitions

(Oregon Workers’ Compensation Rules, Div. 436-035-0012)

**S - Sedentary** – exerting up to 10 pounds of force occasionally, or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects. Job is mostly sitting, but brief walking and/or standing (occasionally) may be required.

**L – Light**  - exerting up to 20 pounds of force occasionally, or up to 10 pounds of force frequently, or a negligible amount of force continually to lift, carry, push, pull or move objects. Job is largely sitting, but more than sedentary walking or standing may be required. Work is light if job tasks are done sitting, but considerable upper body or arm movement or use of leg controls is involved.

**M – Medium** - exerting 20 to 50 pounds of force occasionally, or 10 to 25 pounds of force frequently, or greater than negligible up to 10 pounds of force continually to lift, carry, push, pull or move objects. Standing, walking, and/or other positional physical movements may be occasional to frequent.

**H – Heavy** – exerting 50 to 100 pounds of force occasionally, or 25 to 50 pounds of force frequently, or 10 to 20 pounds of force continually to lift, carry, push, pull, or move objects. Walking, standing, and other positional physical requirements may be frequent to continual.

**V/H – Very Heavy** – exerting in excess of 100 pounds of force occasionally, or in excess of 50 pounds of force frequently, or in excess of 20 pounds of force continually to lift, carry, push, pull, or move objects. Walking, standing, and other positional physical requirements may be frequent to continual.