



REQUEST FOR BOARD ACTION

ITEM NO. 9C.

DATE OF MEETING: October 3, 2011

REQUESTED BY: Carolyn Moser, Health Director, Pender County Health Department

SHORT TITLE: Resolution Amending the Pender County Pay & Classification Plan

BACKGROUND: In assessing the departments' operations and needs, including evaluation of staffing, I have recommended to the Board of Health, and they have concurred, to reclassify contract positions in the department to full-time employee positions. We believe the department in the past created an unnecessary number of contract positions, which has created organizational and personnel conflicts & concerns. These positions have created isolation from management and supervision, and have also negatively impacted revenue potential for the department. We believe this action will provide for more effective management and oversight, program effectiveness, cost savings and ultimately increased revenue. This request cover two positions, additional reclassifications will be submitted at a later date.

The positions requested at this time for moving from contract positions to the County's Pay and Classification Plan include the following: Dental Assistant and Medical Lab Technician I. The recommended salary grades and pay ranges are as follows: Dental Assistant, Grade 58 (\$26,031- 41,650); and Medical Lab Technician I, Grade 60 (\$28,700-\$45,919)

In addition, the Board desires to reclassify one of the two Medical Office Assistant positions to a Processing Assistant IV, at a recommended Grade 57 (\$24,792 - \$39,667). The MOA position assisted the primary care physician in the clinic, and without a physician, the Medical Office Assistant is no longer needed. Therefore the board would like to reclassify the MOA to a Processing Assistant IV to support the Pregnancy Care Management and Care Coordinator for Children programs.

The duties for these positions are described on the attached job descriptions, and the Office of State Personnel has been consulted on these positions. Funding for these changes is available within the health department budget, thus no additional funding is needed.

SPECIFIC ACTION REQUESTED: To consider a resolution authorizing amending the Pender County Pay & Classification Plan to add the following positions: Dental Assistant, Medical Lab Technician I; to reclassify one Medical Office Assistant position to a Processing Assistant IV.

COUNTY MANAGER'S RECOMMENDATION

Respectfully recommend approval.

Initial

RESOLUTION

NOW, THEREFORE BE IT RESOLVED by the Pender County Board of Commissioners that

the board hereby authorizes amending the Pender County Pay & Classification Plan to add the following positions: Dental Assistant (Grade 58), Medical Lab Technician I (Grade 60) and reclassify one MOA position to a Processing Assistant IV (Grade 57). The Chairman/County Manager is authorized to execute any/all documents necessary to implement this resolution.

AMENDMENTS:

MOVED _____ SECONDED _____

APPROVED _____ DENIED _____ UNANIMOUS

YEA VOTES: Brown ___ Tate ___ Rivenbark ___ Ward ___ Williams ___

George R. Brown, Chairman Date

ATTEST

Date

New Position/Class

STATE OF NORTH CAROLINA

OFFICE OF STATE PERSONNEL

POSITION DESCRIPTION FORM (PD-102R)

APPROVED CLASSIFICATION:

EFFECTIVE DATE:

ANALYST:

(This Space for Personnel Department Use Only)

Medical Laboratory Technician I		
1. Present Classification Title of Position:	7 Present 15 Digit Position Number:	Proposed 15 Digit Position Number:
Medical Laboratory Technician I		
2. Usual Working Title of Position:	8. Department, University, Commission, or Agency	
Medical Laboratory Technician I	Pender County Health Department	
3. Requested Classification of Position:	A. Institution & Division:	
Medical Laboratory Technician I	Pender County Health Department	
4. Name of Immediate Supervisor:	10. Section and Unit:	
Jeanne Crowle/Anne Baker	Laboratory	
5. Supervisor's Position, Title & Position Number:	11. Street Address, City and County:	
Lab Director/ Medical Laboratory Technician II	803 S. Walker Street Burgaw, NC 28425	
6. Name of Employee:	12. Location of Workplace, Building and Room Number:	
	Pender County Health Department	

- I. A. **Primary Purpose of Organizational Unit:** The Pender County Health Department is a tax supported health agency. It is concerned with all the health problems affecting the residents of Pender County. The health department's director and the local board of health are responsible for organizing and administering the health department. The basic goals are:
- to protect its county from disease
 - To detect disease and abnormalities in early stages
 - To lessen the ill effects of disease
 - To promote health
 - To provide a safe and healthful environment
 - To keep the community informed about health matters.

B. **Primary Purpose of Position:** Work activities in the beginning level of technical work in the performance of a limited number of routine and standardized tests with supervision from the Lab Director and the Director of Nursing.

C. **Work Schedule** Monday-Friday, 8:00 a.m. to 5:00 p.m. There may be variances in this schedule due to holidays, weekends and evenings due to clinic or laboratory activities. This is a non-exempt position and can earn compensation time (time and a half). All compensation time must be prior approved by the immediate supervisor.

D. **Change in Responsibilities or Organizational Relationship:** Contract to permanent position

II. A. DESCRIPTION OF RESPONSIBILITIES AND DUTIES: Method Used:

Order of importance Sequential order

No. %

75% CLINICAL DUTIES

1. Collect clinical specimens including venipuncture and capillary sticks (finger and heel).
2. Assist in performing quality control testing and document results for lab procedures performed.
3. Perform routine preventive maintenance on laboratory equipment and document such maintenance.
4. Process patient specimens including centrifuging, serum separation, and storage when necessary.
5. Prepare specimens for mailing and transport to the State Lab or reference labs.
6. Report patient results for lab procedure performed.
7. Perform a variety of routine and less standardized test procedures, as well as operate less sophisticated instrumentation.
8. Collect, examine, process, receive specimens from a variety of resources.
9. Stock incoming supplies and reagents in designated areas, restock supplies in lab, and rotate stock as necessary.
10. Decontaminate lab work surfaces as needed.
11. Read wet mounts.
12. Read GC cultures as well as quality control procedures and documentation.
13. Perform urine and serum pregnancy test.
14. Perform urine dipstick and microscopic.
15. Read and record temperature and humidity on countertop.
16. Perform sterility checks on GC cultures as they arrive.
17. Perform related duties as required.

II. A. (Cont.)

DESCRIPTION OF RESPONSIBILITIES AND DUTIES: (Use additional sheets of paper if required)

No. %

25% OTHER RELATED DUTIES

1. Record on the log sheets the patient's name, the date, initials of person recording, and in-house tests, as well as tests sent to other labs.
2. Record testing in patient's chart.
3. Upon request, call State Lab or reference lab for results if report is lost or misplaced from these labs.
4. Identify lab abnormalities for notification to nursing staff. Place charts in designated area for nursing review.
5. Attends workshops, in-services, and all pertinent meetings.
6. Perform other related duties as assigned.

II. B. OTHER POSITION CHARACTERISTICS:

1. Accuracy Required in Work: Laboratory procedures are usually performed repetitively under an established procedure and may be performed in more than one medical technological area. Test results are specific and typically do not require clinical application. Employee must be able to accurately perform assigned lab procedures and accurately document results in records and logs. Accuracy is an important component of this positioning order to perform the assigned lab duties as required by the immediate supervisor.
2. Consequence of Error: Inaccurate test results could result in an inappropriate or lack of treatment for the patient. The test results can either confirm the clinicians' diagnosis or provide information to alter the treatment prescribed by the clinician. If test results and diagnosis are not in concurrence, additional testing may be ordered. Some inaccurate test results could deny client's certification for a local health program.
3. Instructions Provided to Employee: Employee works with considerable independence in the application of knowledge and techniques to the work area, and is held accountable for quality control and test results.

4. Guides, Regulations, Policies and References Used by Employee: The Laboratory Procedure manual outlines test procedures and normal test parameters. Technical information may be obtained from laboratory workshops, reference books and other laboratory professionals. Also available is the Laboratory Policy and Clinic manual, Bloodborne Pathogen Policy manual, Chemical Hygiene manual, Material Safety Data Sheet manual, and various appropriate text books.

5. Supervision Received by Employee: Work is supervised by the Lab Director and the Director of Nursing.

6. Variety and Purpose of Personal Contacts: Discussions with clinicians concerning laboratory procedural capabilities, special information needed in performing procedures, collection of specimens, and reporting test results. Contact with other staff members may be to discuss procedure and equipment troubleshooting, or to provide or receive instruction in the performance of procedures.

7. Physical Effort: Various duties involve long periods of standing while maintaining speed in the performance of routine and standardized lab testing, phlebotomy, etc

8. Work Environment and Conditions: Work is performed in a medical laboratory where conditions are generally agreeable. Employee may be exposed to infectious organisms, dangerous chemicals, fumes, odors, and electrical equipment.

9. Machines, Tools, Instruments, Equipment, and Materials Used: Kodak DT60 Analyzer, QBC Autoreader Analyzer, microscopes, hemocue photometer, Safeguard Centrifuge, Accu-check II and III, glucose monitors, phlebotomy tools, bacteriology tools, urinalysis tools, pregnancy test kits, controls, etc

10. Visual Attention, Mental Concentration, and Manipulative Skills: Visual attention, mental concentration and manipulation skills are necessary in the performance of lab duties and accurate documentation of results on a daily basis.

11. Safety for Others: Must follow established infection control and bloodborne pathogen procedures. Should use extreme caution and follow written procedures when performing duties which can lead to patient injury or exposure.

12. Dynamics of Work: Based on the limited variety and nature of procedures performed, work is stable and must adapt to changes in instrument technology and test kit procedures and changes in policies and procedures.

III. A. KNOWLEDGES, SKILLS, & ABILITIES:

- B.
1. **Required Minimum Training:** Graduation from high school and one year of general laboratory experience.
 2. **Additional Training/Experience:** Completion of a certified laboratory assistant course in medical technology or a comparable course; or graduation from high school and two years of medical laboratory experience.
 3. **Equivalent Training and Experience:** An equivalent combination of education and medical laboratory experience.

IV. License or Certification Required by Statute or Regulation: None

IV. Signatures indicate agreement with all information provided, including designation of essential functions.

Supervisor's Certification: I certify that (a) I am the immediate Supervisor of this position, that (b) I have provided a complete and accurate description of responsibilities and duties and (c) I have verified (and reconciled as needed) its accuracy and completeness with the employee.

Signature: _____ Title: _____ Date: _____

Employee's Certification: I certify that I have reviewed this position description, completed by the above named immediate supervisor, is complete and accurate.

Signature: _____ Title: _____ Date: _____

Section or Division Manager's Certification: I certify that this position description, completed by the above named immediate supervisor, is complete and accurate.

Signature: _____ Title: _____ Date: _____

Department Head's Certification: I certify that this is an authorized, official position description of the subject position.

Signature: _____ Title: _____ Date: _____

New Position Class

STATE OF NORTH CAROLINA
OFFICE OF STATE PERSONNEL
POSITION DESCRIPTION FORM (PD-102R)

APPROVED CLASSIFICATION:

EFFECTIVE DATE:

ANALYST:

(This Space for Personnel Department Use Only)

1. Present Classification Title of Position: Dental Assistant	7 Present 15 Digit Position Number:	Proposed 15 Digit Position Number:
2. Usual Working Title of Position: Dental Assistant	8. Department, University, Commission, or Agency Pender County Health Department	
3. Requested Classification of Position: Dental Assistant	A. Institution & Division: Pender County Health Department	
4. Name of Immediate Supervisor: Dr. Prasad Vasamsetti	10. Section and Unit: Dental Clinic	
5. Supervisor's Position, Title & Position Number: Dentist	11. Street Address, City and County: 803 S. Walker Street, Burgaw, Pender	
6. Name of Employee:	12. Location of Workplace, Building and Room Number: 803 S. Walker Street, Burgaw, NC; Dental Clinic	

I. A. Primary Purpose of Organizational Unit:

The Pender County Health Department is dedicated to providing disease prevention and health promotion services for all Pender County residents. Employees assist clients in achieving the highest physical, mental, and social well-being through a variety of health department programs that range from child health and maternal health to family planning, adult health and oral health care.

B. Primary Purpose of Position:

The primary purpose of this position is to assist the dentist and dental hygienist in the direct provision of primary care dental services to patients of the dental clinic.

C. Work Schedule

Monday-Friday, 8:00 a.m. to 5:00 p.m.

D. Change in Responsibilities or Organizational Relationship:

NA

II. A. DESCRIPTION OF RESPONSIBILITIES AND DUTIES: Method Used:

Order of importance Sequential order

80% Patient Care

Chairside Assisting

- Takes complete and accurate medical histories
- Seating and preparing patients for procedures:
 - >Make sure medical history is reviewed and report findings to doctor
 - >Take vital signs as necessary
 - >Make sure proper informed consents have been discussed with and signed by patient prior to procedure
- Assist Dentist
 - >Have proper instruments and supplies ready before doctor enters operatory
 - >Place appropriate burs into handpieces for procedures being performed
 - >Have knowledge of dental procedures so that appropriate instruments are placed into or removed from doctor's hands at appropriate times so each procedure is performed in an efficient, timely manner.
 - >Have knowledge of dental procedures so that appropriate dental materials are dispensed in proper sequence
 - >Keep field of operation clear of obstruction to visibility for doctor and keep operative site well-illuminated adjusting operatory light as necessary
 - >Evacuate saliva and other debris from patient's oral cavity
 - >Retract tongue and cheeks so instrument and material placement is facilitated
 - >Take impressions for study models and opposing casts as necessary (1)
 - >Place cavity liners as necessary (1)
 - >Pack gingival retraction cord for crown impressions as necessary (1)
 - >Insert matrix bands and wedges (1)
 - >Place and remove rubber dams when necessary (1)
 - >Cement temporary restorations and clean up appropriately (1)
 - >Apply acid etch materials and bonding agents (1)
 - >Remove sutures (1)
 - >Remove excess cement (1)
 - >Flush dry and temporarily close root canals (1)
 - >Perform extra oral adjustments of any temporary restoration or appliance (1)
 - >Apply topical anesthetics; apply topical fluoride
 - >Apply sealants (1)
 - >Write prescriptions dictated by doctor
 - >Write lab work orders dictated by doctor
 - >Coronal polishing (1)
- Infection Control, care of treatment rooms and instruments
 - >Properly clean and sterilize all instruments used in patient procedures
 - >Properly disinfect all surfaces exposed to potentially infectious materials
 - >Properly dispose of all disposable items exposed to potentially infectious materials
- Expose and develop radiographs

*****(1)** indicates procedure requiring Dental Assistant II certification. All others can be performed by DA

I

II. A. DESCRIPTION OF RESPONSIBILITIES AND DUTIES: Method Used: (cont)

5% Maintain equipment per clinic schedule of maintenance per dental clinic policy and in accordance with manufacturer's direction.

5% Maintain inventory and order supplies

5% Documentation

>Documents patient progress notes in patients' charts according to dental clinic protocol

>Documents existing treatment and new treatment according to dental clinic protocol

5% Other

>Helps monitor patient flow

>Assists with various clinical and administrative functions of the dental clinic as appropriate and time permits

>Receives and places necessary telephone calls consistent with professional matters, clinic business, and patient care

>Participates in appropriate health promotion/disease prevention activities as required

>Performs other related and/or necessary tasks to achieve organizational and programmatic goals and objectives

II. B. OTHER POSITION CHARACTERISTICS:

1. Accuracy Required in Work: Accuracy of services rendered is always an expectation of the professional. The assistant works under the guidance of the dentist and is responsible for completing all assignments given as supervised.
2. Consequence of Error: The employee's work can affect the safety and wellbeing of the patient as they are performing procedures directly on the patient. Employees are subject to job performance evaluations and may be dismissed if inappropriate or unsafe service delivery. The dentist is legally responsible for employee's work.
3. Instructions Provided to Employee: Dental clinic policies and procedures; blood-borne pathogens policy; OSHA; HIPAA; county policies and procedures
4. Guides, Regulations, Policies and References Used by Employee: Dental clinic policies and procedures; blood-borne pathogens policy; OSHA; HIPAA; county policies and procedures
5. Supervision Received by Employee: Direct supervision is provided by the dentist
6. Variety and Purpose of Personal Contacts: Community and dental clinic patients; peers and office staff; other health department program staff; general public
7. Physical Effort: This position requires minimal physical exertion. Light lifting of supplies and extended time periods sitting

II. B. OTHER POSITION CHARACTERISTICS: (cont)

8. Work Environment and Conditions: This position is located within a sheltered environment that is temperature regulated. Semi-sterile/aseptic environment. There may be uncooperative or disagreeable patients.
9. Machines, Tools, Instruments, Equipment, and Materials Used: A variety of dental instruments; x-ray equipment; telephone; computer; fax; autoclave; dental chairs and lamps
10. Visual Attention, Mental Concentration, and Manipulative Skills: Must have strong manipulative skills and dexterity; requires good visual skills and high levels of mental concentration for extended time periods
11. Safety for Others: With frequent opportunities for bloodborne pathogen and disease exposure, it is critical that a high level of sterility be maintained with instruments, etc
12. Dynamics of Work: Maintaining a professional dental environment while working as a team to assure the highest quality of oral health services.

III. A. KNOWLEDGES, SKILLS, & ABILITIES:

- B.
 1. **Required Minimum Training**: Graduation from an approved dental assistant course; or graduation from high school and one year of on-the-job training as a dental assistant, and required x-ray training when needed; or an equivalent combination of education and experience.
 2. **Additional Training/Experience**: Considerable knowledge of dental equipment, instruments, and procedures. Considerable knowledge of dental office business procedures. Considerable knowledge of preparation methods and dental materials. Ability to maintain records, inventories, and patient histories. Ability to deal tactfully with patients. Ability to observe, evaluate, and report required information.
 3. **Equivalent Training and Experience**:

IV. License or Certification Required by Statute or Regulation: None required

IV. Signatures indicate agreement with all information provided, including designation of essential functions.

Supervisor's Certification: I certify that (a) I am the immediate Supervisor of this position, that (b) I have provided a complete and accurate description of responsibilities and duties and (c) I have verified (and reconciled as needed) its accuracy and completeness with the employee.

Signature: _____ Title: _____ Date: _____

Employee's Certification: I certify that I have reviewed this position description, completed by the above named immediate supervisor, is complete and accurate.

Signature: _____ Title: _____ Date: _____

Section or Division Manager's Certification: I certify that this position description, completed by the above named immediate supervisor, is complete and accurate.

Signature: _____ Title: _____ Date: _____

Personnel Director's Certification: I certify that this is an authorized, official position description of the subject position.

Signature: _____ Title: _____ Date: _____



Reclassification

STATE OF NORTH CAROLINA

Approved Classification: _____

OFFICE OF STATE PERSONNEL

Effective Date: _____

Analyst: _____

POSITION DESCRIPTION FORM (PD-102R-92)

(This Space for Personnel Dept. Use Only)

1. Present Classification Title of Position Medical Office Assistant	7. Pres. 15 Digit, Pos.No., Prop.15 Digit, Pos. No.
2. Usual Working Title of Position Patient Relations Representative	8. Dept. University, Commission, or Agency Pender Co. Health Dept.
3. Requested Classification of Position Processing Assistant IV	9. Institution & Division Health Department
4. Name of Immediate Supervisor Donna Ramos	10. Section and Unit Management Support/Billing
5. Supervisor's Position Title & Position Number Accounting Specialist I	11. Street Address, City and County 803 S. Walker St., Burgaw, Pender
6. Name of Employee Vacant	12. Location of Workplace, Bldg, and Room No. Health Department
I. A. <u>Primary Purpose of Organizational Unit:</u>	

The Pender County Health Department is a tax supported health agency. It is concerned with all the health problems affecting the residents of Pender County. The Health Department's director and the local Board of Health are responsible for organizing and administering the Health Department; and

1. to protect its county from disease
2. to detect disease and abnormalities in early stages
3. to lessen the ill effects of disease
4. to promote health
5. to provide a safe and healthful environment
6. to keep the community informed about health matters

B. Primary Purpose of Position:

The primary purpose of this position is to serve as Patient Relations Representative and assist Medicaid Eligible patients in completing the Medicaid application process. This position will act as liaison between the patient and the Department of Social Services in the Medicaid process and will require excellent written and oral communication skills. This position will also provide data entry support to the Pregnancy Care Management and Care Coordination for Children Programs.

C. Work Schedule:

This position is required to work Monday through Friday 8:00 a.m. until 5:00 p.m., a 40 hour work week. There may be variances from this schedule in certain situations. No overtime will be worked without approval of the immediate supervisor or Health Director. This is a non-exempt position.

D. Change In Responsibilities or Organizational Relationship:

Updating of position with changes in complexity of services provided. This position will be required to work with all Medicaid eligible health department patients in the completion of the Medicaid application and build a working relationship with DSS.

II. A. DESCRIPTION OF RESPONSIBILITIES AND DUTIES:

Method Used (Check One)

Order of importance _____

Sequential order _____

No. %

40% PREGNANCY CARE MANAGEMENT SUPPORT:

- Provide data entry support to the PCM
- Ensure all referrals are entered in CMIS accurately and efficiently.

40% CARE COORDINATION FOR CHILDREN

- Provide data entry support to the CC4C
- Ensure all referrals are entered in CMIS accurately and efficiently.

20% CUSTOMER SERVICE REPRESENTATIVE

- Assist patients with completion of Medicaid Applications
- Work with DSS to process Medicaid Applications
- Attend Medicaid trainings
- Build a working relationship with DSS staff
- Complete all correspondence needed for Medicaid process

II. B. OTHER POSITION CHARACTERISTICS:

1. Accuracy Required in Work:

Accuracy is required 100% of the time since errors in the Medicaid application process may slow down the patient's approval for coverage. Accuracy in data entry in PCM and CC4C is crucial in determining the appropriate care for the patient.

2. Consequence of Error:

Errors could result in the denial of Medicaid. Errors in data entry could result in patients not receiving the appropriate services.

3. Instructions Provided to Employee:

Job description delineates responsibilities of position. Daily and weekly work is usually self-planned and directed in programs in conjunction with input from the Accounting Specialist I or the Director of Nursing. Program policies and procedures, and agency policies are available. Each employee must be familiar with department policies and procedures;

- Trained in OSHA regulations;
- Receive instruction in OSHA Blood-Borne pathogens annually, CPR, AED, and First Aide,
- Complete IS-700a & IS-800.b at employment and stay current on training and staff development as required;
- Participate in preparedness exercises as needed;
- Complete training on Health Literacy, Cultural Competency, and Limited English Proficiency which will help to improve patient communication skills by increasing employee's awareness and knowledge of factors that affect their communication with patients;

4. Guides, Regulations, Policies and References Used by Employee:

5. Supervision Received by Employee:

Work requires more independent judgment in applying the professional standards and guidelines. Work is reviewed whenever necessary by Accounting Specialist I and Director of Nursing. Employee's performance is reviewed periodically and annually.

6. Variety and Purpose of Personal Contacts:

Contact with a client population in an assigned area which may not be familiar with public health standards and programs, and with other disciplines and community leaders. Contact will also be made with the Department of Social Services to help meet patients' needs. Must have good oral and written communication skills.

7. Physical Effort:

Good physical health and stamina is needed. Some bending, lifting, stooping, and driving are required.

8. Work Environmental and Condition:

The Health Department is a one-story building with central heat and air. Offices and restrooms are easily accessible. Employee may be subject to exposure of hazards in the field or inclement weather. This position falls under Category I of the OSHA guidelines for exposure, meaning tasks will involve exposure to blood, body fluids, or tissue.

9. Machines, Tools, Instruments, Equipment and Materials Used:

Computer, telephone, various printers, postage meter, 12 digit calculator, copier, scanning equipment, fax machine, CMIS software, and HSIS software.

10. Visual Attention, Mental Concentration and Manipulative Skills:

Visual and mental concentration 100% of the time since inaccurate information may have a substantial impact on patient's care. Employee must possess good manipulative skills in order to perform many procedures. It is absolutely necessary that all decisions, judgments, and functions be done with much thought, accuracy, and precision. There is no room for error when dealing with the health needs of patients. Concentration is also required when driving county vehicles.

11. Safety for Others:

Must be cognizant at all times of patient safety in the health department. Receives annual trainings on Blood Borne Pathogens & Infection Control.

12. Dynamics of Work:

Employee must be energetic, self-motivated, competent, possess good communication skills and an

ability to motivate others. Must be a versatile individual who is involved in working with adults, children, teens and co-workers.

III. KNOWLEDGES, SKILLS & ABILITIES AND TRAINING & EXPERIENCE REQUIREMENTS:

A. Knowledges, Skills and Abilities:

General knowledge of office methods and practices. General knowledge of and ability to use correct spelling, punctuation and specialized vocabulary; ability to proofread. General knowledge of mathematics and their application in the work environment. Ability to learn and apply a variety of guidelines. Ability to use a variety of office equipment. Ability to work with people with courtesy and tact. Ability to input data into a web-based program accurately and efficiently.

B. 1. Required Minimum Training:

High School Graduate or equivalent; and demonstrated possession of knowledge, skills and abilities gained through at least two years of office assistant/processing assistant experience; or an equivalent combination of training and experience.

2. Additional Training/Experience:

Experience in the Medicaid application process and specific knowledge of HSIS & CMIS are preferred.

3. Equivalent Training and Experience:

N/A

C. License or Certification Required by Statute or Regulation:

N/A

IV. **CERTIFICATION:** I certify that (a) I am the Immediate Supervisor of this position, that (b) I have provided a complete and accurate description of responsibilities and duties and (c) I have verified (and reconciled as needed) its accuracy and completeness with the employee.

Signature: _____ Title: _____ Date: _____

Employee's Certification: I certify that I have reviewed this position description and that it is a complete and accurate description of my responsibilities and duties.

Signature: _____ Title: _____ Date: _____

Section or Division Manager's Certification: I certify that this position description, completed by the above named immediate supervisor, is complete and accurate.

Department Head or Authorized Representative's Certification: I certify that this is an authorized, official position description of the subject position.

Signature: _____ Title: _____ Date: _____