

Minimum Qualification Specification
for the Class:PATIENT FINANCIAL COUNSELORTraining Requirement:

Graduation from high school.

Experience Requirements:

Except for the substitutions provided for in this specification, applicants must have had progressively responsible experience of the amount, kind, and quality described in the following paragraphs.

General Experience: Two years of progressively responsible work experience involving the computation, preparation, maintenance and reviewing of fiscal data and records.

Specialized Experience: One year of progressively responsible work experience involving extensive public contact. Examples of qualifying experience are:

1. Investigation of firm or individuals to establish business or personal credit ratings, or to determine eligibility for business or personal financial loans, or to collect overdue accounts; or
2. Sales experience which required developing a list of prospective customers; arranging for interviews or demonstrations; talking to customers and explaining the better features of the merchandise, property, or service; obtaining customers' signature to sales or service contracts; or
3. Interviewing experience, as may be acquired in a public or private service agency, which involved making determinations, and explaining, interpreting, and applying complex rules, regulations and procedures.

Experience as a sales clerk or receptionist is not qualifying.

Quality of Experience:

Possession of the required amount of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of

such scope and responsibility as to conclusively demonstrate that he/she has the ability to perform the duties of the position for which he/she is being considered.

Substitutions Allowed:

Substitution of Experience for Training: Any clerical experience or excess general or specialized experience may be substituted for the training requirement on the basis of one year of experience for one year of training.

Substitution of Training for General Experience:

1. Study in an accredited college or university may be substituted on the basis of one academic year of study for nine months of experience up to a maximum of two years.
2. Completion of a course of study in office management, junior accountant, or bookkeeping in a business or commercial school above the high school level may be substituted for experience on a month-for-month basis up to a maximum of two years.

License Required:

Possession of a valid Hawaii motor vehicle operator's license is required.

Physical Requirements:

Applicants must be physically able to perform, efficiently and effectively, the essential duties of the position which typically require the ability to read without strain printed material the size of typewritten characters, glasses permitted, and the ability to hear the conversational voice, with or without a hearing aid, or the ability to compensate satisfactorily. Disabilities in these or other areas will not automatically result in disqualification. Those applicants who demonstrate that they are capable of performing the essential functions of the position will not be disqualified under this section.

Any condition, which would cause applicants to be a hazard to themselves or others, is cause for disqualification.

Any disqualification under this section will be made only after a review of all pertinent information including the results of the medical examination, and requires the approval of the VP/Director of Human Resources.

Mental/Emotional Requirements:

All applicants must possess emotional and mental stability appropriate to the job duties and responsibilities and working conditions.

This is an amendment to the minimum specifications for the class PATIENTS ACCOUNTS MANAGER, to include re-title the class to PATIENT FINANCIAL COUNSELOR, effective October 10, 2007.

This is an amendment to the minimum specifications for the class PATIENTS ACCOUNTS MANAGER, to include the mental/emotional requirement and delete the test requirement, effective June 1, 2005.

This class is adopted from the State of Hawaii, relative to the transfer of classification and compensation jurisdiction to the Hawaii Health Systems Corporation, effective July 1, 1998, pursuant to Act 262, Session Laws of Hawaii, 1996.

DATE APPROVED: _____

JANICE WAKATSUKI
VP/Director of Human Resources