

Minimum Qualification Specifications
for the Classes:CLINIC RECEPTIONIST I - III

Education Requirement: High school diploma or equivalent.

Experience Requirement:

Except for the substitutions provided for in this specification, applicants must have had work experience of the kind and quality described below and in the amounts shown in the following table:

Class Title	General Experience (Yrs)	Specialized Experience (Yrs)	Supervisory Experience (Yrs)	Total Experience (Yrs)
Clinic Receptionist I	2	0	n/a	2
Clinic Receptionist II	2	1/2	n/a	2-1/2
Clinic Receptionist III	2	1	n/a	3

General Experience: Responsible typing, stenographic, substantive clerical work, or any combination of these experiences which duties demonstrated knowledge of English grammar, spelling, arithmetic, common office appliances and equipment; and the ability to read and understand oral and written instructions, carry out procedures in clerical work systems, speak and write simply and directly, observe differences in copy and proofread words and numbers quickly and accurately, and operate various kinds of office equipment; and ability to deal effectively with others in eliciting information and providing service.

Specialized Experience: Work experience performing receptionist activities in a clinic; interviewing patients and/or responsible persons to obtain required information; inputting of data into a computer system; scheduling appointments, diagnostic studies and outpatient procedures; performing a variety of fiscal record keeping functions and preparing and maintenance of medical records and/or work experience in configuration, testing, validating, problem solving, and troubleshooting Electronic Medical Records (EMR) related issues in a clinic.

Non-Qualifying Experience: Experience limited to the performance of simple and repetitious clerical work which primarily involved a short cycle of tasks and manual dexterity shall not be considered qualifying. Examples of such non-qualifying work include but is not limited to such tasks as wrapping and unwrapping articles; opening envelopes, folders, and similar containers; affixing tags and labels; rearranging or tidying up office desks and equipment; delivering, distributing, or collecting correspondence or parcels.

Substitution of Education for General Experience: An Associate's or Bachelor's from an accredited college or university may substitute for all of the General Experience required.

Quality of Experience:

The number of years of experience required for any grade level represents the minimum amount of time necessary to qualify for the appropriate position, but length of time is not in itself qualifying. The applicant's work experience must also have been of a quality and scope sufficient to enable him to perform satisfactorily assignments typical of the grade level for which he is being considered.

Selective Certification:

Certain positions may require that certification and selection be restricted to eligibles who possess the pertinent specialized experience, knowledge or skill required to perform the duties of the position. For these positions, certification may be restricted to applicants who possess the pertinent training, experience or skills. In requesting selective certification, the department must show the connection between the kind of training, experience or skill on which they wish to base selective certification and the duties and responsibilities of the position to be filled.

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 Chief Human Resources Officer.

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 qualification specifications for the class, CLINIC RECEPTIONIST II and III, to amend specialized experience effective January 3, 2020.

This is the first minimum qualification specifications for the classes, CLINIC RECEPTIONIST I-III.

DATE APPROVED: Jan 3, 2020



JUANITA LAUTI
Chief Human Resources Officer