

PART II

HAWAII HEALTH SYSTEMS CORPORATION
STATE OF HAWAII

Minimum Qualification Specifications
for the Classes:

CLINIC RECEPTIONIST I, II & III

Job Codes: 1.035, 1.037, 1.038

Education: High school diploma or equivalent.

Experience:

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

- Clinic Receptionist I: Two years of general work experience which includes 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.
- Clinic Receptionist II: Two years of general work experience which includes 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 **and** one half year of specialized 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.

Clinic Receptionist III: Two years of general work experience which includes 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 **and** one year of specialized 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.

Substitutions Allowed:

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

Quality of Experience:

Possession of the required number of years 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 level of responsibility as to conclusively demonstrate that they have the ability to perform the duties of the position for which they are being considered.

Selective Certification:

Specialized knowledge, skills, and abilities may be required to perform the duties of some positions. In such positions, Selective Certification Requirements may be established, and certification may be restricted to those who possess the pertinent experience and/or training required to perform the duties of the position.

Regions or facilities requesting selective certification must show the connection between the kind of training and/or experience on which they wish to base selective certification and the duties of the position to be filled.

Health and Physical Requirements:

Applicants must meet the health and physical requirements deemed necessary to effectively and safely perform the essential functions of the position with or without reasonable accommodation.

This is an amendment to the minimum qualification specifications for the classes, CLINIC RECEPTIONIST I, II & III to update the Quality of Experience, Selective Certification, Health & Physical and delete Mental/Emotional Requirements effective May 15, 2026.

APPROVED: May 15, 2026

JUANITA LAUTI
Vice President & Chief Human Resources Officer