

**Desert Community College District**  
**Health Services Program Assistant**

**Basic Function**

Under the direction of Assistant Director, Clinical Services, performs a wide variety of specialized administrative functions in support of the Health Services Program. Plans, organizes, coordinates, and participates in operations specific to the day-to-day operation of the Health Services Department. Provides support, prepare, and disseminate information concerning Health Services programs and services available; works with independence and confidentiality. Creates a safe and welcoming environment, perform related duties as assigned.

**Representative Duties**

**Essential Functions**

1. Perform a variety of administrative functions (including taking and transcribing minutes of meetings), involving the use of independent judgment and an understanding of departmental functions and procedures and federal, state, and District guidelines.
2. Disseminate information regarding health programs and services in person, by telephone, and through email to students, staff, faculty, administrators, and the public.
3. Maintain current knowledge of health programs and services and related software, regulations, procedures, and processes.
4. Arrange and schedule a variety of meetings and appointments for students and staff; gather and prepare materials for meetings.
5. Create requisitions and maintain records of expenditures; monitor budget expenditures and transfers, and maintain financial records as assigned; maintain current account balances.
6. Coordinate departmental work flow and general office operations; order supplies and maintain supply inventory. Obtain necessary supplies for meetings and other activities. Receive, open, and distribute mail; receive visitors, answer telephone calls, and refer to appropriate staff members.
7. Research, analyze, and prepare information on a variety of topics for dissemination through various communications while maintaining confidentiality of sensitive departmental information and student records; research, collect information, and input data for federal, state, and local reporting.
8. Type a variety of correspondence, memoranda, reports and other materials; assist in the

preparation and revision of assigned budgets application and office procedural manual; make travel arrangements.

9. Arrange meetings, tables, workshops, and presentations for department staff, students, and other agency collaboratives. Make presentation as assigned.
10. Inspect documents, forms and records for accuracy and completeness; processes a variety of forms and documents according to established procedures; ensure conformance to established guidelines and standards.
11. Maintain and update webpages; add and/or remove links. Edit content on webpage when changes occur as necessary. Develop print, digital, and electronic promotional and informational media and materials. Ensure accessibility of webpages, media, and materials.
12. Operate a variety of office equipment; related software programs, including, but not limited to, Microsoft Office Suite, video meeting/conferencing software, scheduling software, word processing, spreadsheets, and email.
13. Establish and maintain cooperative working relationships and good customer service with students, staff, faculty, and the general public.
14. Troubleshoot student insurance claims, when claims are brought in by students.
15. Monitor medical provider licensing and DEA status and informs the Assistant Director, Clinical Services if expiration is imminent on any medical provider's license.

### **Other Functions**

16. Develop, revise, and maintain filing systems and other clerical procedures as assigned.
17. Organize reception/office area efficiently and for accessibility to assure students' needs are met.
18. Participate in training related to responsibilities, including, but not limited to, professional development activities, conferences, workshops, trainings, and webinars.
19. Perform related duties as assigned.

### **Knowledge and Abilities**

#### **Knowledge of**

- Mission, requirements, goals, and objectives of the Health Services Programs and available institutional and community resources;
- Applicable state and federal laws and regulations; District policies and procedures;
- HIPAA and FERPA; confidentiality requirements when working with personal and

sensitive student and staff information;

- Working with diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students and staff;
- Principles, practices, and procedures of writing and report preparation;
- Professional etiquette when communicating in person, by phone, or email;
- Budgetary, accounting, and record keeping methods and procedures;
- Data collection and basic research principles and practices;
- File maintenance and information retrieval systems;
- Office procedures, methods, and equipment including computers and applicable software applications such Microsoft office Suite including word processing, spreadsheets, presentations, scheduling, email, and video meeting/conferencing; financial and student databases;
- Interpersonal skills using tact, patience, and courtesy;
- Correct English usage, grammar, spelling, punctuation, and vocabulary.

#### **Ability to**

- Perform and coordinate office, secretarial and clerical work involving independent judgment and requiring accuracy and speed;
- Interact with individuals from diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds;
- Understand and interpret rules and written directions and apply to specific situations;
- Compose correspondence independently;
- Perform duties effectively and in a timely manner with many demands and constant interruptions;
- Operate a variety of office machines and equipment including computer and applicable software including Microsoft Office Suites, video meeting/conferencing software, student and financial databases;
- Establish and maintain cooperative and effective working relationships with others;
- Meet schedules and time lines; plan and organize work; communicate effectively both orally and in writing to exchange information; work independently with little direction;
- Gather data and prepare comprehensive reports;
- Communicate policies, guidelines, regulations, and laws to staff, students, and public;

- Maintain confidentiality of student records; maintain complex and varied files and records;
- Lift 25 pounds; bend at the waist, kneel, or crouch to file materials, sit or stand for extended periods of time.

### **Education and Experience**

#### **Any combination equivalent to**

Graduation from high school and (3) years of increasingly responsible secretarial/ administrative experience in a medical office including public contact serving a diverse clientele.

### **Working Conditions**

#### **Environment**

Office environment. Constant interruptions. May require evening and weekend responsibilities.

### **Employment Status**

- Bargaining Unit Position
- Range 10

Board of Trustees Approval: 2/17/2022