



MEDICAL OFFICE ASSISTANT

Department: Medical Examiner's Office
Job Class #: 890000
Pay Range: General 14

FLSA: Non-Exempt
Represented: Yes

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

GENERAL FUNCTION

This is advanced clerical work involving moderately complex work assignments involving the use of general medical, gross, microscopic, anatomical and toxicological terminology. Employees in this class are responsible for maintaining a wide variety of records; typing letters, memorandums, reports, and other documents, including death certificates; answering and directing telephone calls; transcribing using digital transcription equipment or from written notes, and maintaining a variety of records. Work is performed in a responsible and independent manner with limited supervision and direction.

ESSENTIAL FUNCTIONS

- Interacts frequently with members of the public.
- Transcribes letters, memorandums, forms, reports, autopsy reports, documents, death certificates and records following specific policies or instructions from dictation or written original work.
- Coordinates appointments for professional staff with health care providers, law enforcement agencies, physicians, attorneys, funeral homes, families of decedents and others as required.
- Maintains statistics, logs, records, inventories, and other office records according to established procedures.
- Communicates verbally or in written form with agencies and individuals as necessary.
- Compiles information and generates reports from raw data.
- Processes accounts payable, receivables, purchasing, billings, statements and other related functions in accordance with Pierce County and department policy. Resolve vendor problems and answer inquiries.
- Performs a variety of general clerical functions including typing; filing; communicating with individuals in person and over the telephone; preparing correspondence; maintaining account records; and operating personal computers, typewriters, copy machines, transcription equipment, scanning equipment, telephones, calculators, adding machines, and other office equipment.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Meet travel requirements of the position.
- Perform the physical requirements of the position; work within the established working conditions of the position.
- Work a flexible schedule, which may include evenings, weekends, holidays and overtime
- Lift and carry up to 20 lbs.

MEDICAL OFFICE ASSISTANT
Classification Description – Pierce County
Page 2

OTHER JOB FUNCTIONS

- Handle cash and perform cashier duties.
- Assists in developing and day to day management of the annual department budget.
- May be required to work exceptional or non-standard hours as necessary.
- Perform other job functions as assigned.

SUPERVISION RECEIVED AND EXERCISED:

Work is performed under an administrative supervisor with the employee expected to plan work independently after objectives, priorities and deadlines have been defined. Guidelines are available in clearly defined policies, procedures, instructions and performance standards. Discretion and judgment are used in selecting and applying the most appropriate guidelines, references and procedures. The Medical Office Assistant does not supervise lower level staff but provides training, assistance and guidance as needed.

WORK ENVIRONMENT:

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions. The Medical Office Assistant typically works in an office environment on a daily basis. Incumbents may be required to work at a desk or other work station for prolonged periods; constant attention to detail is required. Ability to concentrate with frequent interruptions and general office noise is required. Ability to travel to various worksites and to attend meetings away from the regular work site is required.

PHYSICAL REQUIREMENTS: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions. Physical activities required are finger dexterity necessary to operate equipment used in the position, talking, seeing and hearing. Walking, sitting, bending/stooping, pushing/pulling and minimal unassisted lifting associated with the job duties is required. The ability to travel to various work sites and to attend meetings is required.

KNOWLEDGE, SKILL AND ABILITIES

- Current knowledge of modern office practices and procedures; business English; spelling; arithmetic; and medical and general medical, gross, microscopic, anatomical, and toxicological terminology.
- Ability to make minor decisions in accordance with laws, ordinances, regulations, and department policies, maintaining a confidential nature of department's activities.
- Ability to establish effective working relationships with other employees, outside agencies and the families of decedents.
- Skill in telephone technique and etiquette.
- Ability to operate modern office equipment and to transcribe and take minutes of meetings and conferences at an acceptable level of proficiency as required by the position.
- Ability to maintain composure and relate effectively to irate or emotional customers.
- Establish and maintain effective work relationships with elected officials, department heads, associates, and with the general public.
- Understand and follow written and verbal instructions.
- Work effectively and productively with others.

MEDICAL OFFICE ASSISTANT
Classification Description – Pierce County
Page 3

- Communicate effectively verbally and in writing to audiences of various social, cultural, ethnic, educational and economic backgrounds.
- Effectively coordinate, perform and complete multiple duties and assignments concurrently and in a timely manner.
- Work a flexible schedule, which may include evenings, weekends, holidays and overtime.
- Meet the travel requirements of the position, if any.
- Physically perform the essential job functions of the classification.

RECRUITING REQUIREMENTS

Graduation from high school plus a minimum of three years clerical or administrative experience in a medical office or hospital setting. Previous medical examiner or coroner office experience desirable. Must be skilled at typing and transcription at a rate of at least 50 net words per minute.

SPECIAL NOTICE: Will be required to maintain strict confidentiality of medical records and files and may be required to handle and view explicit photographs of death scenes and victims, and to type precise descriptions of wounds, injuries, or trauma of deceased persons of all ages.

SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS: A valid Washington State driver's license is required when travel is required of the position. Ability to successfully complete all required background investigations.