



# CALIFORNIA STATE UNIVERSITY, STANISLAUS

Phone (209) 667-3354 ♦ [www.csustan.edu/HR](http://www.csustan.edu/HR)

## EMPLOYMENT OPPORTUNITY

### POSITION: ADMINISTRATIVE SUPPORT ASSISTANT I

**JOB #12/135**

Full-time temporary position available on or after July 15, 2013 and ending on or before June 30, 2014 in the Student Health Center. Possibility of reappointment based on budget, department needs, and job performance.

**ESSENTIAL DUTIES:** Under the general supervision of the Interim Director, Health Services and day to day lead direction of the Health Services Assistant, this position provides medical office reception, scheduling and check-in of student patients, answers/routes all in-coming telephone calls, and assists with other clerical duties in the Health Center. Duties include, but are not limited to:

- Greet, screen and assess the needs of visitors and callers. Assist or direct visitors and callers to the appropriate person or department. Provide general information as requested, and schedule patient appointments.
- Check-in and verify student status, current address/phone and other demographics.
- Assist with input of encounter form data. Print encounters, label and assemble chart and prepare new charts, if needed.
- Assist in the Medical Records area and with the distribution and collection of student surveys as needed.
- Assist other clerical personnel in monitoring and scheduling daily activities/meetings on MedPro and provider schedules.
- Immunization input as needed. Assist with review of incoming immunization data for completeness and informing those by letter if incomplete.
- Post and clear registration HOLD's as required.
- Serve as cashier for payment of services. Attend and participate in Health Center meetings.
- Daily unlock front doors in morning, ready office equipment (e.g. copy machine, printers, etc). Bring charts forward for daily appointments.
- Retrieve main line phone messages and prepare new voice mail messages and signage as needed.
- Daily wipe down counters and telephones and lock up office at end of day. Assist with daily upkeep of lobby, as needed.
- Assist with other clerical duties as needed and perform other duties or projects as assigned.

### QUALIFICATIONS:

- High school diploma or equivalent, plus some previous experience in an office environment, required.
- Some technical/vocational clerical, medical office or business training (preferred but not required).
- Full-time equivalent of two (2) years technical clerical work and/or one (1) year in a medical office setting, preferred.
- Experience in a healthcare/medical setting and familiarity with medical insurance procedures (preferred but not required).
- Experience with medical office scheduling for multiple providers (preferred but not required).
- The successful candidate must be fingerprinted and successfully pass a background check, which may include checks of employment records, criminal records, civil records, and motor vehicle records.

### SPECIALIZED SKILLS AND ABILITIES:

- Demonstrated experience with answering phones with multiple lines and customer service, preferred.
- Excellent oral and telephone skills and impeccable customer service skills, preferred.
- Demonstrated ability to communicate clearly and effectively, both orally and in writing, preferred.
- Ability to perform basic arithmetic functions. Ability to make accurate change related to cashiering duties, strongly preferred.
- Working knowledge of English grammar, spelling, and punctuation.
- Fundamental writing and presentation skills to effectively communicate standard information.
- Ability to use standard office equipment and standard word processing and related computer software packages to include Microsoft Word, Excel, Outlook.
- Ability to use medical database programs (e.g. MedPro or similar software), preferred.
- Ability to identify and solve standard problems and refer more complex problems to appropriate staff.
- Ability to respond to routine inquiries and explain standard medical office policy and procedures to others.
- Basic knowledge of applicable university infrastructure, policies, and procedures.

**SALARY RANGE:** \$2,088 to \$3,133 per month plus excellent paid benefits. *Position will normally be hired at, or near, the entry rate.*

**APPLICATION DEADLINE: JUNE 26, 2013**

**APPLICATION PROCEDURE:** Applications will be processed in accordance with Article 9.3 of the CSU/CSUEU Memorandum of Understanding. Preference will be given to qualified individuals currently employed at CSU Stanislaus in bargaining units 2, 5, 7, and 9 except when it is determined that it is necessary to appoint outside applicants to meet the best interest of the campus by obtaining specialized skills and abilities not available from current employees. Qualified candidates should submit a completed CSUS employment application (download electronic application at [http://www.csustan.edu/hr/Employment\\_Opportunities/Staff/index.html](http://www.csustan.edu/hr/Employment_Opportunities/Staff/index.html)), letter of interest, and resumé to:

California State University, Stanislaus · Human Resources Department  
Mary Stuart Rogers Educational Services Gateway Building, Suite 320 (3<sup>rd</sup> Floor)  
One University Circle · Turlock, CA 95382

For questions or inquiries, please contact Dr. David Canton at (209) 664-6537

Applicants requiring necessary accommodations to the application process may contact Human Resources at (209) 667-3351. California Relay Service is available at (800) 735-2922 voice and (800) 735-2929 TDD.

**THOSE INDIVIDUALS WHO APPEAR TO BE THE BEST QUALIFIED FOR THIS POSITION WILL BE CONTACTED BY TELEPHONE FOR AN INTERVIEW.**

CSU STANISLAUS IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION TITLE IX/SECTION 503/504 EMPLOYER. QUALIFIED WOMEN, MINORITIES, AND PERSONS WITH DISABILITIES ARE ENCOURAGED TO APPLY. CSU STANISLAUS HIRES ONLY INDIVIDUALS LAWFULLY AUTHORIZED TO WORK IN THE UNITED STATES. THE PERSON HOLDING THIS POSITION IS CONSIDERED A 'MANDATED REPORTER' UNDER THE CALIFORNIA CHILD ABUSE AND NEGLECT REPORTING ACT AND IS REQUIRED TO COMPLY WITH THE REQUIREMENTS SET FORTH IN CSU EXECUTIVE ORDER 1083 AS A CONDITION OF EMPLOYMENT. CLERY ACT: IN COMPLIANCE WITH THE JEANNE CLERY DISCLOSURE OF CAMPUS SECURITY POLICY AND CRIME STATISTICS ACT, CRIME REPORT STATISTICS ARE AVAILABLE AT <http://www.csustan.edu/UPD/pages/CampusCrimeStatistics/index.html>

**INFORMATION CONTAINED IN THIS ANNOUNCEMENT MAY BE SUBJECT TO CHANGE WITHOUT NOTICE.**