

CLARKSVILLE-MONTGOMERY COUNTY SCHOOL SYSTEM
CLARKSVILLE, TENNESSEE
JOB DESCRIPTION

Position Title: Onsite Employee Health and Wellness
Lead Medical Office Assistant

Department: Onsite

Grade H
H.P.D. 8 – 10 or varies
D.P.Y. 260

Date Reviewed: February 2023

Reports To: Onsite Employee Health Assistant
Clinic Manager and Clinic Manager

Purpose of Job

The Onsite Employee Health and Wellness Lead Medical Office Assistant provides assistance to the Clinic Administration in all direct supervisory leadership and instructions to Onsite Medical Office Assistants. The Lead Medical Office Assistant assists the Clinic Administration in all aspects of the Onsite Medical Program. The program has six locations and has full-time and part-time staff, which include Certified Nurse Practitioners, Physician Assistants, Life Coaches, and provides primary patient care, mental health services, and patient infusion services. The average census of the program is more than 25,000 yearly patient visits. Supports Onsite Administration in all office functions of the clinic. This employee specifically is a Lead Medical Office Assistant who collaborates consistently with the Onsite Clinic Manager / Onsite Assistant Clinic Manager / and Onsite Administrator to assist in providing oversight and direction to the front office staff. This includes all Medical Office Assistants, and Medical Assistants who work in the Medical Office Assistant role with the goal of smooth patient /clinical flow of operations at all Onsite locations.

Essential Duties and Responsibilities

The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required or assigned.

Helps the Clinic Administration to ensure compliance with CLIA, OSHA and ADA standards and regulations; notifies his/her supervisor and corrects deficiencies immediately; maintains clinic areas for patients, guests and employees in a safe, friendly and comfortable environment.

Ensures that Onsite staff answer telephones promptly and provides information/messages to patients and/or medical staff.

Ensures that all staff assist in inventory and supply requisition. Orders all front office supplies for the Onsite clinic.

Safeguards and secures medical records to maintain patient, employee, and computer data confidentiality.

Assists Clinic Administration in training / inspection / evaluation of all Medical Office Assistants and Medical Assistants that work in a Medical Office Assistant role.

Assists Clinic Administration in analyzing of all clinic data which includes trending, survey results, lab data, and medical information.

Assists the Clinic Administration to oversee the development and implementation of efficient patient processing.

Assists the Clinic Administration by recruiting, supervising, and directing all Onsite Medical Office Assistant staff to ensure the clinic operates in an efficient manner and that the patients receive high quality customer service.

Assists Clinic Administration by reviewing and implementing internal Onsite policies and procedures and update as needed.

Provides direct supervision of all Medical Office Assistants and Medical Assistants working in a Medical Office Assistant role.

Assists Clinic Administration in leading meetings for staff members of the Onsite Employee Health and Wellness Clinic.

Assists Clinic Administration in annual reviews of forms / policies / procedures.

Assists Clinic Administration in recruiting, interviewing, hiring and training of all Medical Office Assistants and Medical Assistants working in a Medical Office Assistant role.

Develops and establishes individual training programs for each Medical Office Assistant and Medical Assistant working in a Medical Office Assistant role under the supervision of Clinic Administration.

Fosters a collaborative work environment.

Completes all medical record requests from outside entities.

Assists with answering phones from the queue and scheduling patient appointments.

Assists with rescheduling patients and notifying patients of clinic closures.

Performs bi-weekly and monthly audits of Medical Office Assistants and Medical Assistants working in Medical Office Assistant role.

Reports audit findings and solutions to Onsite Clinic Administration.

Develops and maintains a solid foundation of front office processes ensuring excellent patient care.

Performs daily schedule supervision of patient scheduling performed by Medical Office Assistants and Medical Assistants working in a Medical Office Assistant Role.

Inserts and adjusts Provider scheduling blocks into the electronic health record to maintain proper scheduling availability for each provider and nurse.

Collects data and provides various daily / monthly / annual clinical reports to Clinic Administration to include but not limited to:

- Daily and Monthly Clinic Reports to include, but not limited to:
 - County Patient Numbers
 - CMCSS Patient Numbers
 - County DOT visits
 - CMCSS DOT visits
 - County OJI's
 - CMCSS OJI's
 - County Pre-Employment Physicals
 - CMCSS Pre-K Physicals
 - Infusion Visits by location
 - Provider Visits by location
 - Telehealth Visits by location
 - Nursing Visits by location
 - MCS D TB Tests
 - Life Coach Visits
- Daily Payroll Deductions
- Daily No Show / Cancelled Appointments Report

Additional Job Functions

Performs other duties as delegated by Onsite Clinic Assistant Clinic Manager and Clinic Manager.

Minimum Training and Experience Required to Perform Essential Job Functions

Preferably a degree in Administration or Health related field with five years of job-related experience, or minimum of seven years of experience in a health-related field, including four years in a medical office setting would be preferred. Any combination of this experience with a strong emphasis of clinic experience is preferred and can be considered.

KNOWLEDGE OF JOB

- Excellent verbal and written communication skills, interpersonal and time management skills, and leadership and organizational skills.
- Excellent computer skills; knowledge of Microsoft Office, including Word, Excel, Access, Outlook, and PowerPoint.
- Ability to manage organization of front office duties in a primary care / urgent / occupational health / infusion office.
- Ability to proceed on own initiative using independent judgment and discretion.
- Possess knowledge of specialized terminology including medical, and legal.
- Ability to work independently or as part of a team, with the ability to successfully lead a team to comply with Onsite Administration guidelines.
- Ability to make recommendations to effectively solve problems, using judgment consistent with standards, practices, policies, procedures, regulations, and/or government law.
- Ability to focus on details, handle multiple tasks, and remain highly organized in a fast-paced environment.
- Have knowledge of office management and administrative procedures, and the ability to supervise and review the work of others.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

REQUIRED SKILLS, ABILITIES AND PHYSICAL REQUIREMENTS:

- Must be able to do occasional lifting, carrying, pushing and/or pulling of up to 60 pounds, standing, sitting, walking, bending, stooping or kneeling;
- Must be able to traverse school facility;
- Must have significant fine finger dexterity;
- Must be able to operate standard office equipment including pertinent and required software applications;
- Must possess excellent language skills (verbal and written) requiring the ability to read informational documentation, directions, instructions, policies and procedures related to this job, requiring the ability to give assignments and/or directions to co-workers, assistants, supervisors, students and parents/guardians, requiring the ability to deliver verbal and written communications in English language;
- Must possess excellent interpersonal skills with ability to interact with people (staff, supervisors, parents/guardians, students) and maintain professionalism and tact in all situations, including emergent ones, must be able to maintain constructive relationships;
- Must possess excellent organizational skills and attention to detail;
- Must be able to perform multiple, highly complex, technical tasks with periodic need to enhance skills in order to meet changing job conditions.
- Must be able to apply assessment instruments and analyze data and possess problem-solving skills.
- Must be able to make independent judgments in absence of supervision.

ATTENDANCE: A regular and dependable level of attendance is an essential function for this position.

The Clarksville-Montgomery County School System is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the school system may provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this job description by the employee assigned to the job and the immediate supervisor.

Employee's Signature

Supervisor's Signature

Employee's Munis Number

Date

Date