



## **OFFICE SYSTEMS ADVISOR**

### **CHARACTERISTICS OF WORK:**

This is administrative, consultative work involved in analyzing and resolving clinic management problems of a large health care agency. Incumbent provides consultation to improve clinic management in the areas of medical records administration and office systems. The work involves developing, reviewing, interpreting, and implementing policies and procedures for the agency. Incumbent is provided wide latitude for making independent judgment regarding work activities and priorities. Work often involves working as a vital member of a team in identifying and correcting clinic management problems. Incumbents supervise office managers and book keepers in County Health Departments in the performance of their duties.

### **MINIMUM QUALIFICATIONS:**

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

### **EXPERIENCE/EDUCATIONAL REQUIREMENTS:**

#### **Education:**

A Bachelor's degree from an accredited four-year college or university in Business Education, Business Administration, Personnel Administration, Medical Records Administration, or related field;

**AND**

#### **Experience:**

Five (5) years of experience in work related to the described duties;

**OR**

#### **Education:**

An Associate's degree or sixty (60) semester hours from an accredited four-year college or university in Business Education, Business Administration, Personnel Administration, Medical Records Administration, or related field;

**AND**

**Experience:**

Seven (7) years of experience in work related to the described duties;

OR

**Education:**

Graduation from a standard four-year high school or equivalent (GED);

AND

**Experience:**

Nine (9) years experience in work related to the described duties.

**Substitution Statement**

Above graduation from a standard four-year high school or equivalent (GED), related education and related experience may be substituted on an equal basis.

**PHYSICAL REQUIREMENTS:**

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

**Light Work:** May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally exert force equivalent to lifting up to approximately 20 pounds.

**Vision:** Requires the ability to perceive the nature of objects by the eye.

**Near Acuity:** Clarity of vision at 20 inches or less.

**Midrange:** Clarity of vision at distances of more than 20 inches and less than 20 feet.

**Far Acuity:** Clarity of vision at 20 feet or more.

**Peripheral:** Ability to observe an area that can be seen up and down or left and right while eyes are fixed on a given point.

**Depth Perception:** Three-dimensional vision. Ability to judge distances and spatial relationships so as to see objects where and as they actually are.

**Ability to adjust focus:** Ability to adjust the eye to bring an object into sharp focus.

**Color Vision:** Ability to identify colors.

**Speaking/Hearing:** Possesses the ability to give and receive information through speaking and listening skills.

**Motor Coordination:** While performing the duties of this job, the incumbent is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The incumbent is frequently required to stand; and walk. The incumbent is occasionally required to climb or balance; and stoop, kneel, crouch, or bend.

**COMPETENCIES:**

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are

linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

**PUBLIC SECTOR COMPETENCIES:**

**Integrity:** Exhibits behaviors showing a strong internal personal commitment to fundamental principles of honesty and fairness dealing in all activities related to job performance.

**Work Ethic:** Is productive, diligent, conscientious, timely, and loyal.

**Service Orientation:** Demonstrates a commitment to quality public service through statements and actions.

**Accountability:** Accepts responsibility for actions and results.

**Self Management Skills:** Effectively manages emotions and impulses and maintains a positive attitude.

**Interpersonal Skills:** Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

**Communication Skills:** Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

**Self-Development:** Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

**TECHNICAL COMPETENCIES:**

**Critical Thinking:** Analyzes a problem or situation and identifies solutions based on a logical reasoning process.

Identifies, analyzes, and reports on clinic management problems related to medical records administration and office systems. Constructs logical arguments in support of specific positions. Applies principles of professional ethics to specific factual situations.

**Consultation:** Provides consultative services and assistance to staff in an effort to improve clinic management in the areas of medical records administration and office systems.

Consults with agency's director of information services to determine impact of proposed information systems on field operations. Consults with agency administrators in determining field staffing levels and distribution. Serves as consultant to agency records committee on matters relating to medical and administrative records used in the field.

**Communications and Building Coalitions:** Explains and advocates facts and ideas in a convincing manner while communicating and negotiating with individuals.

Provides guidance and technical assistance to staff in resolving identified problems. Expresses technically accurate facts and ideas in a clear, convincing, logical and organized manner.

**Planning and Evaluating:** Sets priorities; determines short or long term goals and strategies to achieve them; monitors progress and evaluates outcomes.

Monitors and evaluates the efficiency and effectiveness of medical and administrative records. Reviews and comments on changes in agency policies and procedures which may impact on field operations. Identifies training needs and designs and implements training programs to meet staff development needs in regard to records and office systems.

**Establishing and Maintaining Interpersonal Relationships:** Develops constructive and cooperative working relationships with others and maintains them over time.

Possesses effective communication skills. Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Uses tact and diplomacy in discussing confidential matters.

**Professional Judgment:** Possesses the ability to judge, make a decision, or form an opinion objectively and wisely when interpreting and discussing technical literature; applies concepts appropriately to designated task.

Exercises professional judgment in analyzing all matters related to resolved clinic management problems. Exercise sound independent judgment when making recommendations.

#### **MANAGEMENT COMPETENCIES:**

**Emotional Maturity:** Conducts oneself in a professional, consistent manner when representing the organization.

Has the ability to work through adversity and hold self and others accountable for work actions.

**Macro Oriented:** Exercises good judgment; makes sound, well-informed decisions.

Understands and appropriately applies procedures, requirements, and regulations related to specialized areas of expertise.

**Working Through Others:** Supports, motivates, and is an advocate for staff.

Reinforces and rewards team efforts and positive behaviors. Is fair, yet firm with others. Monitors workloads and provides feedback.

**Results Oriented:** Plans effectively to achieve or exceed goals; sets and meets deadlines.

#### **ESSENTIAL FUNCTIONS:**

**Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:**

1. Identifies and assists in resolving clinic management problems.
2. Monitors and evaluates the efficiency and effectiveness of medical and administrative records.

3. Provides technical assistance to and trains staff members regarding records and office systems.
4. Consults with staff to determine the impact of policies and procedures.
5. Is responsible for personnel management of clerical staff within assigned District.

**EXAMPLES OF WORK:**

**Examples of work performed in this classification include, but are not limited to, the following:**

Identifies, analyzes, and reports on clinic management problems related to medical records administration and office systems.

Provides technical assistance to field staff in resolving identified problems.

Serves as consultant to agency records committee on matters relating to medical and administrative records used in the field.

Identifies training needs and designs and implements training programs to meet staff development needs in regard to records and office systems.

Serves as a liaison between the central office programs and the district and county offices.

Reviews and comments on changes in agency policies and procedures which may impact on field operations.

Consults with agency's director of information services to determine impact of proposed information systems on field operations.

Consults with agency administrators in determining field staffing levels and distribution.

Budgets or predicts need of personnel, equipment, and supplies and approves purchase requests for county health offices.

Evaluates employees work performance to established standards and provides guidance/motivation for employees.

Performs related or similar duties as required or assigned.

**INTERVIEW REQUIREMENTS:**

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.