



ARROWHEAD REGIONAL MEDICAL CENTER
Department Policies and Procedures

POLICY NO. 2028 Issue 1

SECTION:	PERSONNEL	SUB SECTION:	N/A
SUBJECT:	JOB DESCRIPTION, OFFICE ASSISTANT II - ENVIRONMENTAL SERVICES		

APPROVED BY: _____

Environmental Services/Linen Manager

I. SUMMARY

Provide secretarial support to the Medical Center Environmental Services/Linen Manager, Assistant Manager and Secretary I.

Performs journey-level clerical work. Expected to perform a variety of clerical duties with only occasional instruction or assistance. The majority of work assignments, work processes, priorities and decisions are well defined.

II. DUTIES AND RESPONSIBILITIES

- A. Collects, enters, processes, sorts, and tabulates information according to departmental processes and procedure. At higher classification levels, processes involve a wide range of procedure, research and discretion.
- B. Answers telephones, takes and relays messages and/or receives visitors. Screen and direct mail and phone calls.
- C. Schedule appointments and set up meetings when required for the department, individuals and groups; notifies attendees and prepares meeting material(s); record meeting results.
- D. Sign for or date stamp mail and materials received.
- E. Provides general information, instruction and assistance regarding programs and services to the public and other employees; answers questions regarding specific departmental procedures and practices; provides information over the telephone and makes appointments.
- F. Prepares/ compiles letters, memoranda, reports, case histories, invoices, statements, permits, records reports, bills, receipts, schedules appointments, orders, notices and statistical data other documents related to the area assigned.
- G. Requests and accepts records and other information from a variety of sources. Inputs and

maintains data into various database programs; posts information from various reports and documents to appropriate records. Audit and verifies documents and other records for a variety of purposes to include accuracy, legality, consistency. Accuracy, format and conformance to policy/procedure.

- H. Operates a variety of office equipment such as computer terminals, calculators, fax, copier, information and image management systems, copiers, sorters, viewers and other office machines to enter and retrieve data, procedure and/ or process, materials to include correspondence, memoranda, reports, numeric data, requisitions, and statements.
- I. Maintains manual and computerized alphabetical, numerical or subject matter files; sorts and files correspondence, bills, invoices, requisitions, demands, contracts, permits, applications, work orders, purchase orders, inter-office memoranda and a wide variety of other documents, records and similar media; pulls material from files; purges files as needed or scheduled.
- J. Receives and issues receipts for a variety of fees to include taxes, services payments; distributes payments to proper code area; estimates and computes payments required to redeem delinquencies.
- K. Makes mathematical calculations; assembles, tabulates and compares financial and other data; compiles a variety of data to include statements, claims, reports and payroll data.
- L. Allocates found to correct accounts and reconciles differences.
- M. Assist in training of other staff member as needed.
- N. Stores and distributes office supplies; keeps a record of supplies needed, received and issued; compares bills and invoices against order sheets or purchases orders and against receiving records; May confer with vendors. Order a variety of supplies, equipment and other items; may log. Check and record the receipt and delivery of various purchases.
- O. Prepares, transcribes, composes, types or assembles information into proper form from outlined instruction or established procedures including letters, forms, records and reports from rough drafts, marginal notes or verbal instructions including dictation; types bills, receipts, lists. Schedules, orders, notices and statistical data.
- P. Receives, sorts and distributes mail.
- Q. Perform related duties as assigned or requested.

III. POSITION QUALIFICATIONS

Minimum Experience: Option 1: Six (6) months full-time experience office clerical experience gained at San Bernardino County office/department. Duties must include a variety of office clerical tasks, including, public contact, computer usage, typing, filing, answering the telephone and data entry.

Option 2: One (1) year of fulltime work experience performing clerical functions in an office environment. Duties must include a variety of office clerical tasks, including, public contact, computer usage, typing, filing, answering the telephone and data entry.

Typing: 40 w.p.m.

IV. PHYSICAL DEMANDS

Continuous sitting. Occasional walking, standing, bending, squatting and turning. Requires fine manipulation in both hands. Reach or work continuously below shoulder level, and occasionally above shoulder level. Occasionally lift and carry 10 lbs. or less. Carry 10 lbs. or less up to 100 yards.

V. WORKING CONDITIONS

Exposed to chemicals.

REFERENCES: Regulatory Standards

ATTACHMENTS: N/A

APPROVAL DATE:

<u>N/A</u>	<u>Policy, Procedure and Standards Committee</u>
	<u>Epidemiology, Infection Control Committee</u> Applicable Administrator, Hospital or Medical Committee
<u>8/1/19</u>	<u>Patient Safety & Quality Committee</u> Applicable Administrator, Hospital or Medical Committee
<u>8/2/19</u>	<u>Wesley Toh, Associate Hospital Administrator</u> Applicable Administrator, Hospital or Medical Committee
<u>8/2/19</u>	<u>William L. Gilbert, Hospital Director</u> Applicable Administrator, Hospital or Medical Committee
<u>8/20/19</u>	<u>Board of Supervisors</u> Approved by the Governing Body

REPLACES: N/A

EFFECTIVE:

REVISED: 7/18/19

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