

Medical Assistant, Categorical  
South Orange County Community College District

Direct Link: <https://www.AcademicKeys.com/r?job=234311>

Downloaded On: May. 16, 2024 4:40am

Posted Apr. 8, 2024, set to expire Jan. 28, 2025

<b>Job Title</b>	Medical Assistant, Categorical
<b>Department</b>	Student Health Center
<b>Institution</b>	South Orange County Community College District South Orange County Community College District, California
<b>Date Posted</b>	Apr. 8, 2024
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Classified Staff
<b>Academic Field(s)</b>	Health Services
<b>Job Website</b>	<a href="https://wd5.myworkdaysite.com/en-US/recruiting/socccd/SOCCCD/job/Saddleback-College/Medical-Assistant--Categorical_REQ11892">https://wd5.myworkdaysite.com/en-US/recruiting/socccd/SOCCCD/job/Saddleback-College/Medical-Assistant--Categorical_REQ11892</a>

**Apply By Email**

**Job Description**

**Title:**Medical Assistant, Categorical

**Job Category:**CSEA

**Job Opening Date:**April 05, 2024

**Job Closing Date:**April 26, 2024

**Location:**Saddleback College

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**Work Location:**Mission Viejo, CA

**Department:**Student Health Center

**Pay Grade, for more information click on this link:**

<https://www.socccd.edu/departments/human-resources/contracts-and-salary-schedules>

**Pay Rate Type:**Monthly

**Work Days:**Monday - Thursday

**Work Hours:**9:00am - 3:30pm (Schedule and Shift are subject to change in accordance with the departments needs.)

**Hours Per Week:**24

**Percentage of Employment:**62.5%

**Months of Employment:**12

**Salary:**Starting at \$2,901 per month

**Required Documents:**

Resume, Medical Assistant Certification, Basic Life Support (American Heart Association) certification.  
Optional - Cover letter

**Job Description:**

**C.S.E.A. Classified Bargaining Unit Salary Range 119**

**Application materials must be received by 11:59pm 04/25/2024**

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Please note, the following license(s) and/or certificate(s) are required for employment in this position, and must be included with your application package:

Current, valid Medical Assistant Certification from a medical assistant certifying organization approved by the Medical Board of California or acceptable national board certification.

A valid certificate in Basic Life Support issued by the American Heart Association.

**Required Document: Resume, Medical Assistant Certification, Basic Life Support (American Heart Association) Certification**

**Optional Document: Cover Letter**

**Applications missing the required documents will not be considered.**

**PLEASE NOTE: Employment in this position is contingent upon funding by Health Fee Services**

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

### **SUMMARY DESCRIPTION**

Under direction from the appropriate level manager or administrator, perform specialized front office and back-office functions in support of the Student Health and Wellness Center (SHWC) at Saddleback College; screens callers and visitors; schedules appointments; maintains patient records; assists medical staff with health-related programs, exams, back-office duties, and medical inventory; and utilize computerized information systems to perform job duties. Perform medical tasks and procedures that are typical for a Medical Assistant. May receive functional and technical direction from higher level staff, as well as Physicians, Nurse Practitioners, Physician Assistants, and Registered Nurses.

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## **DISTINGUISHING CHARACTERISTICS**

This is the journey level class within the Medical Assistant series. Employees within this class are distinguished from the Senior Medical Assistant in that the latter assumes responsibility for coordinating and overseeing the front and back-office activities of the SHWC, serving as the office lead, and serving as the primary contact person for problems and issues related to office activities and functions. Employees at the Medical Assistant level are fully aware of the operating procedures and policies of the work unit.

## **REPRESENTATIVE DUTIES**

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Provide medical assistance to registered nurses, nurse practitioners, physician assistants and medical doctors using universally accepted procedures; administer basic comfort measures to injured and ill persons, assist in performing medical observations and screening tests; reinforce RN/NP/PA/MD teaching and instructions; prepare and maintain examination rooms and other areas by cleaning and setting up equipment, keeping rooms stocked with supplies, and preparing examination tables; obtain patient vital signs such as temperature, weight, blood pressure, and pulse; assist with physicals; provide medications and injections as directed; sterilize instruments and other medical equipment; draw blood for completion of ordered tests; collect specimens; clean and dress wounds; assist medical personnel with emergency care and equipment, administer first aid, CPR and AED, when necessary; contact/print laboratory and/or diagnostic imaging services for patient test results; implement policies and procedures for disinfection and handling of contaminated waste or equipment; follow standardized precautions when handling hazardous waste.
- Communicate information where judgment, knowledge and interpretation of policies and procedures are required; acknowledge and greet students and other individuals visiting the SHWC; determine nature of visit and initiate appropriate course of action; determine the status of patients and their eligibility for health services; assist in establishing and implementing procedures for the reception and flow of students, including screening and prioritizing student needs in both routine and urgent situations; explain appropriate office and clinic procedures; review Notice of Privacy Policy with all health center visitors; provide accurate health services

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information and ensure a positive frontline experience. Screen calls, visitors, students, staff, and patients for medical needs and requests; respond to difficult and sensitive needs and requests including those of individuals with disabilities; provide information and interpret and apply SHWC policies and procedures; schedule appointments with medical staff based on information provided by the patient; collect and account for fees and other monies received.

- Alert clinical staff of patient's arrival or other patient needs as appropriate; address student crisis situations by following pre-established clinical procedures; assist in coordinating communication and activities with other departments and entities to exchange legally permissible health, safety and well-being information.
- Inspect documents, forms and records for accuracy and completeness; process a variety of forms and documents according to established procedures; ensure conformance to established guidelines and standards; assist patients in accurately completing appropriate medical forms and documents for the required information; accurately scan various medical records to patient charts; assist in completing documentation, filing, recording, and reporting of results; verify and update information in the electronic system and on patient forms; maintain, upload, add, and complete the current EMR system within the SHWC for each patient.
- Monitor radio/phone transmission to maintain contact with safety personnel and medical staff.
- Operate a variety of office equipment and machines; learn to use new technology as necessary to perform duties; utilize electronic technology to correspond with others and to maintain assigned calendars, schedules, and appointments; coordinate and arrange meetings; utilize various computer applications and software packages.
- Maintain student accident insurance records; provide claim forms and other necessary incident report forms; assist with processing forms to the appropriate entities within established guidelines; assist students with inquiries regarding insurance billing concerns; coordinate with the appropriate offices to expedite claims and resolve problems; initiate and process student insurance claims, including the completion and filing of required forms, notifying medical providers of patient needs, and assisting with the referral of injuries; assist students with obtaining follow up care with private physicians, dentists, clinics, and other community resources.
- Abide by all confidentiality practices required by department, state, and federal policies, laws, rules, and regulations; adhere to all HIPAA guidelines/regulations.
- Assist with SHWC education and promotion programs; assist with providing health education information to students and staff; maintain supplies of health information packets, pamphlets, health insurance information, and other materials; participate in health education programs including substance abuse program, health fairs, and other related projects.
- Assist with office and medical supplies inventory, maintenance, and ordering of supplies, equipment, and pharmaceuticals when needed, according to established procedures.
- Monitor, maintain, and ensure proper maintenance, cleanliness, and sanitation of front office,

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examination rooms, medication/lab rooms and other SHWC areas; ensure an orderly work environment.

- Attend a variety of meetings and training sessions as required; maintain compliance with online coursework and other mandatory trainings and certifications (i.e., FERPA, HIPAA, CPR/First Aid, etc.) as directed by supervisor; attend and participate in diversity, equity and inclusion trainings and events.
- Routes and distributes incoming mail and other materials; prepares outgoing mail and packages; and assists with daily activities to assure efficient operations.
- May provide training and guidance to lower-level staff and student workers.
- Establish and maintain cooperative working relationships with students, staff, and faculty, as well as various outside groups associated with or servicing the program to ensure efficient, effective, and correct implementation of departmental objectives; serve as liaison, and assist with the coordination of services, functions, and activities with other College/District departments, including those at off-site locations and strategic partners; facilitate communications between assigned supervisor, other administrators, students, academic and classified staff, other offices, educational institutions, public agencies, and the general public; interact and relay information, questions, and decisions regarding area of assignment.

Perform related duties as required.

### QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

#### Knowledge of:

- Standard medical assistant principles, procedures, techniques, and practices, including procedures for injection administration and phlebotomy; First Aid, CPR, and AED procedures; emergency procedures and proper radio communication; Emergency Medical System (EMS) activation procedures.
- Philosophy, operational characteristics, services, activities, goals, and objectives of the SHWC; eligibility requirements; specialized functions, activities, operations, rules, regulations, requirements, and restrictions related to the SHWC; terminology, techniques, equipment, materials, principles, theories, practices, and procedures related to the SHWC.
- Information and research resources available related to health and wellness centers.

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- Work organization and current medical office practices, procedures, terminology, methods, and equipment, including computer hardware and peripherals, devices, and applications; applicable software applications such as word processing, desktop publishing, spreadsheets, inventory tracking, and databases; principles and procedures of business letter writing.
- Principles, practices, and procedures of safety and sanitation requirements related to health care facilities and equipment; sterilization techniques and medical waste disposal procedures.
- Use, care, and storage of equipment, materials, and supplies used in a medical facility.
- Principles and techniques used in providing a high level of customer service and public relations including methods and techniques of proper telephone etiquette.
- Techniques to facilitate effective interaction with people on an individual or group basis; interpersonal skills using tact, patience, and courtesy.
- Effective written and oral communication skills including correct English usage, grammar, spelling, punctuation, and vocabulary.
- Pertinent federal, state, and local laws, codes, and regulations, including FERPA, HIPAA, and the Americans with Disabilities Act; confidentiality requirements when dealing with personal and sensitive student information; confidentiality requirements applicable to patient health reports and records.
- Diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds; institutional and community resources available to assist a diverse student population; needs of students with disabilities or requiring special services,
- Basic mathematical, data collection, and research concepts, principles, and practices.
- Principles, practices, requirements, and procedures of records management, including those related to maintaining filing systems and charting.
- Occupational hazards, health, and standard safety policies and procedures applicable to a health and wellness center, including applicable OSHA rules and regulations.
- Principles and practices of providing training, work direction, and guidance to lower-level office staff and student workers.
- District and College organization, services, programs, operations, policies, and objectives.

### **Ability to:**

- Perform front and back-office functions and procedures of a general and specialized nature involving the use of independent judgment and personal initiative in support of the HWC/SHC, including screening callers and visitors, scheduling appointments, and maintaining health records and information.
- Operate a variety of medical equipment such as stethoscope, sphygmomanometer, microscope, autoclave, centrifuge, scales, and a variety of diagnostic test kits.
- Conduct various medical screening tests; perform phlebotomy and administer injections.



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- Remain calm and appropriately respond to emergency situations; administer First Aid, CPR, and AED.
- Communicate clearly and concisely, both orally and in writing in English; use correct English usage, grammar, spelling, punctuation, and vocabulary; understand and follow oral and written directions in English; listen actively and effectively.
- Interact extensively with and respond to requests and inquiries from students, faculty, staff, and public; respond appropriately to the health needs and requests and inquiries; effectively present information in person, electronically, or on the telephone to students, staff, or the public; provide excellent customer service.
- Develop, maintain, and foster effective working relationships involving interactions and communications personally, by phone, and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis.
- Exercise good judgment, discretion, and personal initiative in resolving confidential, difficult, and sensitive situations, according to established policies and procedures; use sound judgment in recognizing scope of authority; maintain critical and sensitive information, records, and reports confidentially.
- Operate office equipment including hardware, software, and devices supporting word processing, database management, and spreadsheets; type or enter data at a speed necessary for successful job performance; maintain accurate filing, record keeping, and tracking systems; apply excellent organization skills and attention to detail; compose and prepare correspondence and memoranda; maintain filing systems; prepare documentation, reports, and other written materials.
- Learn and understand the organization and operation of the assigned department as necessary to assume assigned responsibilities; understand, interpret, explain, and apply administrative and office policies and procedures as well as pertinent laws, regulations, and ordinances; work within the policies, functions, and requirements of area of assignment.
- Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.
- Work effectively under pressure with frequent interruptions and a high degree of public contact on a variety of tasks concurrently while meeting established deadlines and changing priorities; concentrate on detailed tasks for extended periods of time; work confidentially, independently, and collaboratively.
- Assess situations, analyze problems, identify alternative solutions, project consequences of proposed actions, and adopt effective courses of action.
- Operate and ensure proper functioning of two-way radio equipment used to communicate with staff and campus safety.
- Maintain the cleanliness, sanitation, safety, and organization of assigned area; ensure adherence to safe work practices and procedures; monitor activities in assigned area and enforce policies



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for proper use and behavior.

- Perform arithmetic calculations quickly and accurately.
- Take and transcribe dictation, if required by the position, at a speed necessary for successful job performance.
- Effectively utilize technology and equipment in the performance of duties; adapt to changing technologies and learn functionality of new equipment and systems.
- Maintain an adequate inventory of materials for assigned program.
- Provide training, functional and technical work direction, and guidance to assigned staff and student workers.
- Assist others in locating appropriate resources; provide assistance to others on matters related to assigned area.
- Participate in trainings and meetings on-site and off-site as required.
- Report to work on a regular and consistent basis, as scheduled, to assigned job.
- Work evening/weekend shifts, as required.

## **EDUCATION AND EXPERIENCE GUIDELINES**

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

### Education/Training:

Graduation from high school or equivalent and completion of an accredited Medical Assistant Training Program.

### Experience:

One year experience as a Medical Assistant, including both front and back-office duties in a medical office, clinic, or hospital setting. Experience in a public health agency, school health, or equivalent preferred.

### Licenses, Certificates, and/or Other Requirements:

Current, valid Medical Assistant Certification from a medical assistant certifying organization approved by the Medical Board of California or acceptable national board certification.

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A valid certificate in Basic Life Support issued by the American Heart Association.

A valid California driver's license and proof of insurability is required to drive a District or personal vehicle to attend meetings or pick up/deliver documents or other materials.

## **WORK ENVIRONMENT AND PHYSICAL DEMANDS**

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

### Work Environment:

Work is performed primarily in a health clinic. Occasional response to any on-campus site during clear or inclement weather. Exposure to communicable diseases and other illnesses; subject to noise from office equipment operation; frequent interruptions and contact in person and on the telephone with students, academic and classified staff, and others. At least minimal environmental controls are in place to assure health and comfort.

### Physical Demands:

Primary functions require sufficient physical ability and mobility to work in a clinical setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to assist in lifting or moving patients; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information. Vision: See in the normal visual range with or without correction. Hearing: Hear in the normal audio range with or without correction.

## **SPECIAL COVID-19 NOTICE:**

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Interviews may be held in-person (following all necessary precautions) or in a virtual format. Employees must reside in California while employed with the South Orange County Community College District (SOCCCD), even during remote work. Thank you for your continued interest in working at the SOCCCD.

The SOCCCD is committed to protecting the health and wellbeing of students, faculty, staff, administrators, and the communities it serves. More information can be found on our District website by visiting <https://www.socccd.edu/communications/covid-19-information>.

**NOTICE TO ALL CANDIDATES FOR EMPLOYMENT:**

The Immigration Reform and Control Act of 1986, Public Law 99-603, requires that employers obtain documentation from every new employee which authorizes that individual to accept employment in this country. SOCCCD will not sponsor any visa applications.

**PLEASE NOTE:**

A California Public Employees Retirement System (CalPERS) retiree may not accept employment until after the first 180 days of retirement. Anyone retired from CalPERS accepting permanent employment with this District will be required to reinstate as an active CalPERS member. Please contact CalPERS for additional information regarding your retirement status.

Any active vested member of California State Teachers Retirement System (CalSTRS), who accepts employment with the District to perform service that requires membership in CalPERS, is eligible to elect to continue retirement system coverage under CalSTRS

**DISABILITY ACCOMODATIONS:**

If you require special accommodations in the application and/or selection process, please notify District Human Resources at least two (2) business days prior to the Job Close Date/Initial Screening Date, by either calling (949) 582-4850 or sending an e-mail to [hrinfodesk@socccd.edu](mailto:hrinfodesk@socccd.edu).

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**ATTENDANCE REQUIREMENT:**

Report to work on a regular and consistent basis, as scheduled, to assigned job.

**CAMPUS CRIME AND SAFETY AWARENESS:**

Information regarding campus crime and safety awareness can be found at [www.saddleback.edu](http://www.saddleback.edu) or [www.ivc.edu](http://www.ivc.edu). Paper copies are available in the District Human Resources office upon request.

**EEO/AA Policy**

**DIVERSITY, EQUITY, INCLUSION, AND EQUAL EMPLOYMENT OPPORTUNITY (EEO):**

The South Orange County Community College District is committed to creating an academic and work environment that fosters diversity, equity and inclusion and equal opportunity for all, and ensures that students, faculty, management and staff of all backgrounds feel welcome, included, supported, and safe. Our culture of belonging, openness, and inclusion, makes our district a unique and special place for individuals of all backgrounds.

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Our District and our colleges are looking for equity and inclusion-minded applicants who represent the full diversity of California and who demonstrate a sensitivity to the understanding of diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present within our community. When you join our District, you can expect to be part of an exciting, thriving, equity-focused, and inclusive community that approaches higher education with the lens of social justice and collaboration among students, faculty, staff, administration, and community partners. In deciding whether to apply for a position with our District, you are strongly encouraged to consider whether your values align with our District's mission and goals for EEO, Diversity, Equity, and Inclusion.

**SOCCCD IS AN EQUAL OPPORTUNITY EMPLOYER**

**Contact Information**

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

**Contact**

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