

Medical Assistant 2 (9252C) University Health Services
82482
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=268530>

Downloaded On: Nov. 19, 2025 2:57pm

Posted Nov. 19, 2025, set to expire Jun. 30, 2026

Job Title	Medical Assistant 2 (9252C) University Health Services 82482
Department	University Health Services
Institution	University of California, Berkeley Berkeley, California
Date Posted	Nov. 19, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Classified Staff
Academic Field(s)	Health Services
Apply Online Here	https://apptrkr.com/6732976

Apply By Email

Job Description

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About Berkeley

At the University of California, Berkeley, we are dedicated to fostering a community where everyone feels welcome and can thrive. Our culture of openness, freedom and belonging make it a special place for students, faculty and staff.

As a world-leading institution, Berkeley is known for its academic and research excellence, public mission, diverse student body, and commitment to equity and social justice. Since our founding in 1868, we have driven innovation, creating global intellectual, economic and social value.

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We are looking for applicants who reflect California's diversity and want to be part of an inclusive, equity-focused community that views education as a matter of social justice. Please consider whether your values align with our [Guiding Values and Principles](#), [Principles of Community](#), and [Strategic Plan](#).

At UC Berkeley, we believe that learning is a fundamental part of working, and provide space for [supportive colleague communities via numerous employee resource groups](#) (staff organizations). Our goal is for everyone on the Berkeley campus to feel supported and equipped to realize their full potential. We actively support this by providing all of our full-time staff employees with at least 80 hours (10 days) of paid time per year to engage in professional development activities. Find out more about how you can [grow your career](#) at UC Berkeley.

Departmental Overview

University Health Services (UHS) serves the campus by providing comprehensive campus-based health center providing fully accredited primary medical care, counseling and psychological services and innovative health promotion programs for students, faculty and staff. The Occupational Health Clinic specifically provides services for UC Berkeley employees, student employees, and other specifically designated campus groups. The clinic provides visits and evaluation for workers' compensation injuries, pre-hire screening, campus surveillance needs.

Approximately 65,000 visits occur annually including Primary Care, Urgent Care, Occupational Health, and Specialty Clinics. Medical care and wellness programs for faculty and staff are designed to meet their occupational health needs and minimize lost work time. These visits generate ancillary encounters with the Radiology, Clinical Laboratory, Physical Therapy and Pharmacy departments.

Application Review Date

The First Review Date for this job is: 12/1/25. This job will remain open until filled.

Responsibilities

CLINIC RECEPTION

- Greets patients, verifies eligibility, and accurately completes check-in/check out of patients using correct forms. Registers patients and updates information in electronic record as needed.
- Answers telephone and refers to appropriate personnel as required to meet patient needs. Takes clear and accurate messages.
- Answers most patient questions; is able to escalate to Manager as appropriate.

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- Schedules/reschedules patient appointments, using a computerized appointment system to maximize clinic efficiency.
- Assists with scheduling for patients with Occupational Health related appointments (such as jobs abilities exams, lab appointments, EKGs, etc).
- Troubleshoots complex scheduling needs.
- Sends No Show letters to patients and to insurance provider.
- Assists in maintaining smooth clinic operations and optimal patient flow.
- Directs or escorts patients as necessary. Assures that patients leaving the area have appropriate instructions, forms and work status, and pertinent referral information.
- Processes state forms and documents (such as Doctor's First Report).
- Assist with urgent requests from providers or Urgent Care.
- Assist with reviewing and clearing weekly unresolved appointments.
- Assist with submitting tickets to IT for computer issues.

PATIENT CARE, INTAKE, CHECK OUT:

- Rooms patients.
- Clinical patient data collection: May collect chief complaint, previous conditions, pain scale, etc. Utilizes electronic health record accurately to record vital signs (such as temperature, pulse, blood pressure, height, and weight) per unit guidelines. Records allergies and current medications into EHR.
- Documents all findings and alerts clinician of abnormal readings/findings.
- Assists clinicians with examinations and procedures, using sterile techniques if indicated.
- Actively monitors and assists clinician and patient during visit.
- Assists as needed with wound care
- Fits, applies and instructs patients in proper use of ace wraps, splints, slings, crutches. Assists with more complex fitting issues.
- After completion of training course(s), may administer pulmonary function screening testing (spirometry) per the National Institute for Occupational Safety and Health, and may perform screening audiometry as per Occupational Hearing Conservation guidelines.
- After completion of training, completes Visual Screening Exams (e.g. Snellen, Titmus OPTEC 2000, or equivalent, Ishihara plates, depth perception plates).
- After completion of training, perform back up for administering vaccines and TB skin tests, as outlined within the scope of practice and UHS policies.
- Performs procedures according to department guidelines. Such as EKG's, ear washes.
- Reports, intervenes appropriately and documents unsafe conditions or adverse patient conditions; completes incident reports as per protocol.
- Checks in with clinicians with enough time to assist before leaving for lunch or at end of day.

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- Responsible for checking, forwarding and responding to multiple provider task summaries and generic inboxes. This level may have additional inboxes to check due to clinical/programmatic responsibilities
- Vaccinations with the appropriate level of supervision.

ADMINISTRATIVE SUPPORT:

- Obtains signatures on Medical Records Release forms and faxes requests for records.
- Processes charts - sends documentation such as medical evaluation for work and notes to Workers Compensation Insurance provider.
- Assists with referral processing as needed. This involves referrals to specialists, physical therapy, diagnostic testing and imaging, and ergonomic evaluations: includes obtaining authorization from insurance, coordinating appointment scheduling between client and referral, seeking out reports from specialists, scanning information into EHR and alerting clinician if immediate attention is required.
- Addresses email communications to and from insurance provider.
- Organizes and scans in documents, diagnostic studies, letters, medical records, etc., into EHR as needed.
- Provides quality assurance, reviewing appointments and assuring completion of orders based off of established protocols.
- Clinic Maintenance and Supplies
- Utilizes medical equipment correctly and safely per protocol.
- Keeps track of inventory and informs manager and administrative assistant when supplies need to be ordered.
- Cleans rooms and MA station as needed per protocol.

COMPLEX OR ADVANCED SUPPORT

- Surveillance, Screening, and Prevention Programs:
 - Assist with maintaining prevention program tracking systems for UC Berkeley departments. Programs may include, but are not limited to: TB (tuberculosis) screening, respiratory protection program, asbestos and lead screening programs.
 - Assists with monitoring screening program files for completion of screening examinations, including lab tests and diagnostic tests performed within UHS and from outside clinicians or laboratories.
 - Health Clearance Coordination: Prepares the necessary documents for health clearances. Responsible for ordering appropriate labs and obtaining appropriate vitals depending on requirement of specific forms or program. Lab orders are based on standing orders.

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- Other Clinic Duties:
 - Emerging organizational and prioritization skills to allow timely completion of tasks with frequent interruptions or competing demands.
 - May serve as an active participant in relevant and assigned UHS committee.
 - May assist with daily MA schedule changes due to staffing needs.
 - May assist with training of entry level assistants/students.
 - Serves as a resource for trainees
 - May assist in updating training tools.
- Other duties as assigned

Required Qualifications

Education

- High School Diploma or GED

Licenses/Certifications

- Current BLS/CPR certification
- Current Medical Assistant Diploma

Knowledge, Skills and Abilities

- Excellent customer services skills.
- Excellent verbal and written communication skills.
- Ability to understand and follow written protocols for patient care.
- Must understand and comply with HIPAA, and all regulations regarding the confidentiality of employee medical records.
- Must be literate with computer applications for practice management, medical records and patient tracking.
- Must be able to work as a team member and in a collaborative manner.
- Anticipates interpersonal conflict and intervenes to promote resolution of conflict; deals with conflict on a one-to-one basis, and escalates up the chain of command as needed.
- Attends staff meetings and keeps abreast of current issues when not able to attend. Actively participates in discussion of problem identification and resolution.
- Requests and accepts constructive criticism.
- Demonstrates responsibility and accountability for own practice.

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- Respects rights of others.
- Demonstrates flexibility; accepts assignments willingly or discusses concerns with supervisor/team leader.
- Shares knowledge in a constructive manner.
- Demonstrates knowledge of and applies safety principles as identified by UHS.
- Seeks to improve skills and knowledge and meet job related goals via local, regional and community resources.
- Willingness to complete a spirometry training program approved by the National Institute for Occupational Safety and Health if needed for clinical operations.
- Willingness to complete training and certification as an Occupational Hearing Conservationist if needed for clinical operations.
- Demonstrates punctuality to work and required meetings. Maintains attendance and follows call-in policy as per UHS guidelines.
- Follows all UHS/MA policies, procedures, and protocols.

Preferred Qualifications

- Minimum 6 months of experience working as a Medical Assistant.
- Prior experience utilizing EPIC within an ambulatory/outpatient clinic setting.
- Prior experience working in an Occupational Health clinic and/or university healthcare setting.
- Knowledge of California Workers' Compensation claims process and/or familiarity with Sedgwick claims administrator.
- Fluency in Spanish or Chinese language.

Education:

- College degree

Licenses/Certifications

- NIOSH Spirometry Training
- Occupational Hearing Conservationist Training

Salary & Benefits

For information on the comprehensive benefits package offered by the University, please visit the University of California's [Compensation & Benefits](#) website.

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Under California law, the University of California, Berkeley is required to provide a reasonable estimate of the compensation range for this role and should not offer a salary outside of the range posted in this job announcement. This range takes into account the wide range of factors that are considered in making compensation decisions including but not limited to experience, skills, knowledge, abilities, education, licensure and certifications, analysis of internal equity, and other business and organizational needs. It is not typical for an individual to be offered a salary at or near the top of the range for a position. Salary offers are determined based on final candidate qualifications and experience.

- The budgeted hourly range that the University reasonably expects to pay for this position is Step 1 \$28.90 - Step 15.0 \$38.15
- This is a 100%, full-time (40 hours per week), career position that is eligible for full UC benefits.
- This position is non-exempt and paid bi-weekly.

How to Apply

To apply, please submit your resume and cover letter.

Other Information

- This is not a visa opportunity.
- This position is governed by the terms and conditions in the agreement for the Patient Care Technical Unit (EX) between the University of California and the American Federation of State, County, and Municipal Employees (AFSCME). The current bargaining agreement manual can be found at: <http://ucnet.universityofcalifornia.edu/labor/bargaining-units/ex/index.html>.
- Your employment is dependent on obtaining and maintaining a credentialing clearance (if applicable), background clearance and medical clearance according to University Health Service policies.

Conviction History Background

This is a designated position requiring fingerprinting and a background check due to the nature of the job responsibilities. Berkeley does hire people with conviction histories and reviews information received in the context of the job responsibilities. The University reserves the right to make employment contingent upon successful completion of the background check.

Mandated Reporter

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This position has been identified as a Mandated Reporter required to report the observed or suspected abuse or neglect of children, dependent adults, or elders to designated law enforcement or social service agencies. We reserve the right to make employment contingent upon completion of signed statements acknowledging the responsibilities of a Mandated Reporter.

Equal Employment Opportunity

The University of California is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, age, protected veteran status, or other protected status under state or federal law.

Misconduct Disclosure

As a condition of employment, the final candidate who accepts a conditional offer of employment will be required to disclose if they have been subject to any final administrative or judicial decisions within the last seven years determining that they committed any misconduct; received notice of any allegations or are currently the subject of any administrative or disciplinary proceedings involving misconduct; have left a position after receiving notice of allegations or while under investigation in an administrative or disciplinary proceeding involving misconduct; or have filed an appeal of a finding of misconduct with a previous employer.

"Misconduct" means any violation of the policies or laws governing conduct at the applicant's previous place of employment, including, but not limited to, violations of policies or laws prohibiting sexual harassment, sexual assault, or other forms of harassment, discrimination, dishonesty, or unethical conduct, as defined by the employer. For reference, below are UC's policies addressing some forms of misconduct:

[UC Sexual Violence and Sexual Harassment Policy](#)

[UC Anti-Discrimination Policy](#)

[Abusive Conduct in the Workplace](#)

To apply, visit

https://careerspub.universityofcalifornia.edu/psc/ucb/EMPLOYEE/HRMS/c/HRS_HRAM_FL.HRS.CG_S

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Contact Information

Please reference Academickeys in your cover letter when
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Contact

N/A

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