

## Become an Ally as a **Medical Assistant**

The Medical Assistant works as part of a Care Team and is responsible for a variety of back office medical assisting, lab, and patient education duties. Duties include preparing charts for patient visits, rooming patients, taking and recording vital signs, assisting providers with exams and administrative tasks for patient outreach and support of Lab/DI follow up as well as working as a strong and flexible member of a health care team. Medical Assistants are expected to demonstrate exceptional critical thinking, clinical, patient relations, organizational, and time management skills.

This position requires the ability to work at least afternoon/evening shifts (until 9 pm) and occasional Saturdays.

**Classification:** Full-Time

**Location:** Clinic

**Hours:** Varies

## Core Job Responsibilities

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### ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:

- Demonstrate knowledge of medical assisting principles and practices
- Demonstrate knowledge and use of clinic policies and procedures as well as applicable federal / state rules and regulations
- Apply technical and procedural know-how to get the job done
- Serve as a 'resource person' on whom others rely for advice and answers difficult questions
- Effectively gather and use information, procedures, materials, equipment and techniques required for job
- Act as a patient liaison with front office, billing staff, and providers
- Assist providers with procedures
- Demonstrate ability to effectively use Electronic Health Records system (EHR)
- Perform lab tests and documents results
- Conduct pregnancy screening, administers adult and pediatric injections, provides health information and referrals as needed
- Set up and breaks down exam rooms
- Prepare paperwork for external laboratories, sterilizes equipment in autoclave, and assists with stocking, inventory, and ordering medical/clinic supplies
- Provide patient-centered customer service at all times
- Demonstrate the ability to anticipate patients' needs and deliver services and respond to patients in a timely, accurate, courteous, respectful and friendly manner

## General Job Performance Standards

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### KNOWLEDGE OF WORK –

Possesses and utilizes knowledge of the job which is essential to perform the specific functions and related work.

### QUANTITY OF WORK –

Accomplishes an appropriate volume of satisfactory work under normal conditions. Ability to produce results.

### QUALITY OF WORK –

Consistently demonstrates accuracy, thoroughness, neatness and dependability to produce work within acceptable standards.

### TIMELINESS –

Completes assignments on or ahead of schedule.

### ABILITY TO LEARN NEW DUTIES –

Interprets, learns and responds to instructions for new situations, procedures or methods.

### JUDGEMENT and COMMON SENSE –

Decisions/actions are sound, including safety awareness.

### COOPERATION –

Willing to work with others toward common goals.

### COMMUNICATIONS –

Demonstrates relevance and clarity of written and oral expression. Effectiveness in exchanging ideas and information.

### INITIATIVE –

Ability to originate, develop or create new ideas or take steps to get things done.

### PROBLEM SOLVING –

Identifies and evaluates alternate solutions and selection of the most appropriate course of action.

### ATTENDANCE and PUNCTUALITY –

Shows daily ability to be at work at scheduled time, including being prepared to work on time after breaks, meal periods, and other authorized absences from work.

## Work Conditions

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Working conditions described here 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 qualified individuals with disabilities to perform the essential functions. Variations in conditions may occur under certain circumstances.

### ENVIRONMENT:

- Approximately 80% of the time performing job duties is spent indoors, within a standard clinic environment
- Approximately 40% of the time performing job duties is spent on the computer
- Approximately 60% of the time performing job duties is spent interacting with patients and colleagues

### PHYSICAL DEMANDS:

- **Seldom (1–5%):** Smell, drive, and reach above shoulders
- **Occasionally (6-33%):** Bend, twist, push, pull, climb, squat, crawl, kneel, and drive
- **Frequently (34-66%):** Sit, reach with hands and arms; climb or balance; stand and walk; grasp with hands and fingers; and lift up to 20 lbs
- **Continuously (67-100%):** Use hands to finger, handle or feel objects, tools, or controls; see (including close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus), hear and speak; key (i.e., computer, calculator, telephone); and lift (up to 10 lbs).

### MACHINES, TOOLS, AND EQUIPMENT:

- **Occasionally (6-33%):** Copier, fax, and 10-key calculator
- **Frequently (34-66%):** Computer
- **Continuously (67-100%):** Writing instruments and telephone

## Qualifications

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### MINIMUM QUALIFICATIONS:

- High School graduate or equivalent
- Clinical Medical Assistant School indicating completion of program
- Certified Medical Assistant through the National Medical Assistant Certification exam (i.e. American Association of Medical Assistants (AAMA) or National Center for Competency Testing (NCCT) for NCMA).
- Current CPR certification
- Minimum of two years back-office experience
- Bilingual English/Spanish
- Phlebotomy experience, certificate preferred
- Ability to work evenings and occasional Saturdays

### PREFERRED QUALIFICATIONS:

- Good knowledge of general back-office procedures, such as taking vitals, performing venipuncture, administering immunizations, etc.
- Good comprehensive knowledge of medical terminology in English and Spanish
- Emergency response capability for possible crisis situations