

April 22, 2021

## Scott County Government

### Emergency Medical Services Administrative Assistant

**Position:** Job Title: Office Manager/Administrative Asst.  
Department Name: Emergency Medical Services  
Supervisor Title: Director of EMS, Assistant Director of EMS

#### Position Summary

Directs and coordinates all facets of the Emergency Medical Services Office. Develop, implement, and maintain a record keeping system compliant with federal, state, and local statutes, including medical records and all laws that pertain to the same. Perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. Perform duties specific to office clerical occupation, requiring knowledge of office systems and procedures. This may include a combination of answering telephones, bookkeeping, typing, or work processing, office machine operation, and filing. Perform other routine administrative functions such as preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings. May also train and supervise lower-level clerical staff. Manage inventories of office supplies and employee spending accounts including education and uniforms. Write, direct, and distribute correspondences (i.e., emails, memos, letters, faxes, forms etc.). Receive payments and post to appropriate accounts. Supervises any full and/or part-time office personnel as applicable. Manages a purchase ordering system. Performs other duties as assigned.

## Duties and Responsibilities

### Essential Duties:

- Perform routine administrative functions such as drafting correspondence, scheduling appointments, organizing, and maintaining paper and electronic files, or providing information to inquiries. Perform duties related to office clerical occupation, requiring knowledge of office systems and procedures. Clerical duties may include but are not limited to a combination of answering telephones, bookkeeping, typing, or word processing, office machine operation, filing, receiving visitors, arranging conference calls, and scheduling meetings.
- Examine, evaluate, and investigate eligibility for or conformity with laws and regulations governing Emergency Medical Services Operations and compliance of licenses and permits. Coordinate with contracted agencies to ensure compliance and analysis of activities.
- Understands all facets of EMS billing, to include: Health Insurance Portability and Accountability Act (HIPPA), Centers for Medicare and Medicaid Services (CMS) as well as other insurance carriers and private payors.
- Coordinate with customers, insurance, and billing institutions for prior authorization/payments of services rendered.
- Plan, direct, and coordinate pre-hospital medical and health services with hospitals, clinics, managed care organizations, or similar organizations.
- Compile and record employee time and payroll data. Compute employees' time worked, including overtime hours and unscheduled overtime hours. Verifies GSCEMS Payroll for accuracy prior to submission to Scott County Fiscal Court.
- Records all accrued leave, including but not limited to sick, personal, vacation, bereavement, FMLA for all GSCEMS employees.
- Compute, classify, and record numerical data to keep accurate financial records including but not limited to any combination of routine calculating, posting, and verifying duties necessary to maintain accounting records. May also be required to check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers.
- Serves as records custodian and provides requested documentation to the following agencies, including but not limited to: Commonwealth of Kentucky Prosecutor's Office, Private Attorney Offices, Office of the Coroner, Child Protective Services, Kentucky Organ Donors Affiliates (KODA), patients and patient representatives. Ensures all record keeping and filing systems are compliant with federal, state, and local statutes.
- Prepares and mails notice of privacy practice letters to patients that are unable to sign at time of services rendered to remain compliant with HIPPA.

- Answer inquiries and provide information to the public, customers, visitors, and other interested parties regarding activities conducted at GSCEMS and serves as primary point of contact for all visitors and customers to GSCEMS.
- Compile, compute, and record billing, accounting, statistical, and other numerical data for billing purposes. Serves as liaison between billing company and GSCEMS.
- Receives customer collections statements from billing company. Review said statements for accuracy and provide direction for billing company to forward selected accounts to collections.
- Maintain personnel records. Record data for each employee, such as address, weekly earnings, absences, supervisory reports, and dates of hire/termination and reason for termination. May prepare reports for employment records, file employment records, or search employee files and furnish information to authorized persons.
- Reconciles bank and other account statements including submitting and tracking refunds on overpaid patient accounts, preparing all incoming payments and depositing collected funds in appropriate accounts.
- Manages a purchase order system including attaching appropriate purchase orders to invoices and forwarding to the Scott County Fiscal Court for final disposition.
- Prepares monthly statements to the director detailing disbursement checks to the Scott County Fiscal Court and the City of Georgetown.
- Ensure that GSCEMS Personnel provide precise and detailed patient care reports including accurate patient insurance information.
- Oversees EMS building security including scheduling maintenance and issuing key fobs for facilities.
- Maintains office supply inventory and coordinates maintenance of office equipment.
- Manages all incoming and outgoing mail, packages, and correspondence and distributes appropriately.
- Manages employee spending accounts.
- Records and distributes minutes for GSCEMS Leadership Meetings.
- Sizes, orders, issues, and maintains uniforms for all employees including tracking annual uniform allowance for each employee.
- Supervises full and/or part-time office personnel as applicable.

## **Position Dimensions**

***Education and Experience:*** Graduation from an accredited high school or GED equivalence and two years of related experience. Associates Degree in Business, Accounting or Finance preferred.

***Supervisory Responsibility:*** Responsible for supervision of full and/or part-time office personnel as applicable.

***Decision-Making Authority:*** Decisions based on training and experience and carried out under emergent conditions. Must be able to make rational decisions under extreme conditions.

***Contacts:*** Ability to understand and deal with various carriers and clients.

***Technology:*** Must remain proficient in the use of several pieces of equipment, including but not limited to: multi-line phone system, two-way radio, fax machine, computer and copier.

## Working Conditions Component

Working conditions are the physical surroundings of a worker in a specific job.

*Mark the work conditions that are present on the job.*

- 75% or more of the work is performed indoors
- 75% or more of the work is performed outdoors
- Work is performed in equal amounts inside and outside
- Extremes of cold and temperature changes
- Extremes of hot and temperature changes
- Wet Surroundings: Contact with water or other liquids.
- Humid Surroundings: Atmospheric condition with moisture content sufficiently high to cause marked bodily discomfort.
- Sufficient noise, either constant or intermittent, to cause marked distraction or possible injury to the sense of hearing.
- Sufficient vibration (production of an oscillating movement or strain on the body or its extremities from repeated motion or shock) to cause bodily harm if endured day after day.
- Fumes such as smoky or vaporous exhalations thrown off as the result of combustion or chemical reaction.
- Odors to include any disagreeable sensation, stimulation, or perception of the sense of smell.
- Dust such as textile dust, flour, wood, leather, feathers, etc., and inorganic dust such as silica and asbestos which make the workplace unpleasant.

List any other disagreeable elements present in the work environment.

## Strength Rating

Following are descriptions of the five terms in which the Strength Requirement is expressed. Check the appropriate description that best describes the overall physical demands of the position.

- S-Sedentary Work** – Exerting up to 10 pounds of force occasionally (Occasionally: activity or condition exists up to 1/3 of the time) and/or a negligible amount of force frequently (Frequently: activity or condition exists from 1/3 to 2/3 of the time) to lift, push, carry, pull, or otherwise move objects, including the human body. Sedentary work primarily involves sitting but may involve walking or standing for brief periods of time. Jobs are sedentary when walking and standing are required **only** occasionally, and all other sedentary criteria are met.
- L-Light Work** – Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly (Constantly: activity or condition exists 2/3 or more of the time) to move objects. Physical demand requirements are in excess of those for Sedentary Work. Even though the weight lifted may be only a negligible amount, a job should be rated Light Work: (1) when it requires walking or standing to a significant degree, or (2) when it requires sitting most of the time but entails pushing and/or pulling of arm or leg controls; and/or (3) when the job requires working at a production rate pace entailing the constant pushing and/or pulling of materials event though the weight of those materials is negligible. NOTE: The constant stress and strain of maintaining a production rate pace, especially in an industrial setting, can be and is physically demanding of a worker even though the amount of force exerted is negligible.
- M-Medium Work** – Exerting 20 to 50 pounds of force occasionally, and/or 10 to 25 pounds of force frequently, and/or greater than negligible up to 10 pounds of force constantly to move objects. Physical Demand requirements are in excess of those for Light Work.
- H-Heavy Work** – Exerting 50 to 100 pounds of force occasionally, and/or 25 to 50 pounds of force frequently, and/or 10 to 20 pounds of force constantly to move objects. Physical Demand requirements are in excess of those for medium work.
- V- Very Heavy Work** – Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects. Physical Demand requirements are in excess of those for Heavy Work.

Employee's Signature \_\_\_\_\_

Date \_\_\_\_\_

Supervisor's Signature \_\_\_\_\_

Date \_\_\_\_\_