HILLSBOROUGH COUNTY SHERIFF'S OFFICE
CHAD CHRONISTER, SHERIFF

# Medical Front Office Assistant

**Job Code:** W0150
**Pay Grade:** WG
**Pay Scale:** $19.79-$36.62 Hourly; $41,163.20-$76,169.60 Annually
**Exempt:** No

## OVERVIEW

Provide professional clerical support within the Sheriff's Office Occupational Health and Wellness Center to ensure the efficient delivery of healthcare services for employees, dependents, and retirees.

## DUTIES & RESPONSIBILITIES

Duties may vary based on assignment.

- Schedule appointments for new and recurring patients based on provider availability.
- Greet patients and visitors, obtain insurance and demographic information, and provide required medical forms, office policies, and legally required documents.
- Manage patient check-in/check-out, appointment scheduling, rescheduling, cancellations, and daily patient schedules.
- Communicate with patients to address their needs and escalate concerns to appropriate staff.
- Scan, upload, and maintain accuracy of electronic medical records (EMRs), ensuring documentation is complete and up to date.
- Ensure the office is prepared for daily operations by organizing patient charts, printing daily schedules, and monitoring the lobby for cleanliness and organization.
- Maintain the confidentiality of patients' personal information and medical records.
- Review and verify data, forms, and documents for accuracy and completeness.
- Respond to inquiries and search files for requested information.
- Use computer applications for word processing, data entry, spreadsheets, and database management.
- Order supplies and coordinate general office tasks such as mailing, copying, and routing of documentation.
- Perform other related duties as required.

## KNOWLEDGE & ABILITIES

- Working knowledge of departmental practices used to receive and assess calls for assistance.
- Working knowledge of departmental policies and procedures.
- Working knowledge of frequently used office computer technology including Windows, Internet, and Office software applications.
- Ability to comply with all applicable federal, state, and local laws, regulations, and organizational policies, including the Health Insurance Portability and Accountability Act (HIPAA) and Occupational Safety and Health Administration (OSHA) standards.
- Ability to maintain accuracy in data entry, records management, and verification of information, including electronic medical records (EMRs).
- Ability to communicate effectively, both orally and in writing.

- Ability to maintain a high degree of accuracy and attention to detail.
- Ability to work effectively with others.
- Ability to work in a fast-paced environment while prioritizing multiple tasks and meeting deadlines.
- Ability to use general office equipment and perform a variety of clerical duties.
- Ability to type accurately and efficiently.
- Ability to organize and maintain paper and electronic files while safeguarding confidential and sensitive information.

## SKILLS

- Medical Office Procedures
- Medical Records Management
- Patient Communications
- Customer Service
- Patient Scheduling
- Data Entry
- Health Insurance Portability & Accountability Act (HIPAA)

## WORKING CONDITIONS

- Work in a medical facility for employees within a law enforcement agency.
- May have occasional exposure to bloodborne or airborne pathogens, bodily fluids, chemical or biological toxins, and contagious diseases.
- Stand/sit at a keyboard or workstation for prolonged periods.
- May engage in moderate physical exertion (e.g., lifting, carrying, pushing and/or pulling objects and materials up to 25 pounds).
- Work standard business hours.
- May work non-standard hours including nights, weekends, and holidays.
- In the event of an emergency or disaster, may be required to respond promptly to duties and responsibilities as assigned by management chain, Division/District Commander, or the Sheriff (or their designee). Such assignments may be for before, during or after the emergency/disaster.

## MINIMUM EDUCATION & EXPERIENCE

- A high school diploma or possession of a GED certificate.
- Two years of clerical or customer service experience.

OR

- A high school diploma or possession of a GED certificate.
- Successful completion of a secretarial, business and office technology, or office professional training program.
- One year of clerical or customer service experience.

OR

- An associate degree from an accredited institution of higher education.
- One year of clerical or customer service experience.

## REQUIRED PRE-EMPLOYMENT TESTING

- Completion of pre-employment testing.

## ADDITIONAL JOB REQUIREMENTS

- Attendance at the specified Sheriff's Office work location is required.
- Depending on assignment, employees may be required to possess a valid Florida Driver License at time of employment. Driving history will be thoroughly reviewed and may be

grounds for disqualification.

- No visible tattoos on face, head, and neck. Tattoos determined to take away from the professional appearance of the Sheriff's Office must be covered with an appropriate white, black, or neutral covering.
- No illegal drug sale within lifetime.
- No illegal drug use within the past 36 months. No marijuana use within the last 12 months.
- No felony convictions within lifetime.
- No misdemeanor convictions involving perjury, false statement, or domestic violence within lifetime.
- No dishonorable discharge from any branch of the United States Armed Forces, the United States Coast Guard, National Guard, or Reserve Forces.
- Successful completion of a background investigation including criminal, reference, employment, and neighborhood checks; polygraph; medical evaluation; and drug screening.
- Live within Hillsborough County or within Citrus, Hardee, Hernando, Lake, Manatee, Pasco, Pinellas, Polk, Sarasota, or Sumter County as long as the residence is located within the 60-mile parameter of Falkenburg Road Jail at the time of appointment/employment (certified only).

The duties and responsibilities on this job description represent the essential functions that an employee must be able to satisfactorily perform with or without reasonable accommodations. Reasonable accommodations shall be made upon request to enable employees with disabilities to perform the essential functions of their job, absent undue agency hardship. The Sheriff's Office retains the right to change or assign other duties to this job as necessary.

## PREFERRED QUALIFICATIONS

- Experience in a medical office environment.
- Experience with eClinicalWorks.
- Experience with Microsoft Office Excel and Word.