

PROCESSING ASSISTANT V

ROLE

Employees perform a variety of office and/or technical tasks to accomplish the specialized processing of information, documents or materials. Employees typically work in an environment with other Processing Assistants, but may work alone; while work goals are shared, individual assignments may vary. Employees report to higher-level processing, administrative, technical or professional employees.

Work functions are similar to other office support roles, but employees have a significant concentration in the areas of Records and Reports, Files and Public Contact. Major duties include document completion, verification, problem identification and resolution; statistical, financial, and/or other record keeping; public contact including receiving and providing information and problem-solving; files maintenance and management; composition, calculation, and determination of an action or compliance; and office equipment operation. Work may require the use of a variety of manual or automated office systems. These systems are used to establish, retrieve, verify, research, update and/or authorize processing actions.

Employees may work with one process or several related processes. The higher levels of this role reflect increased complexity, scope and consequence of tasks. Employees become "content" or process experts within the areas of assignment. Each level requires more technical knowledge and application of policies, procedures, laws and regulations. With the progression in level, employees reflect greater decisionmaking, consequence of determinations and authority to commit the agency to a course of action. Some employees may have supervisory responsibilities.

Classification titles for these positions may be identified as Accounting Clerk, Customer Services Representative, Data Control Clerk, Medical Records Assistant, Microfilm Clerk, Patient Account Representative, Patient Relations Representative, Payroll Clerk, Personnel Assistant, Public Information Assistant, Receptionist, Records Clerk, and Statistical Assistant. Employees performing at higher levels may be found in Accounting Technician, Administrative Assistant, Medical Records Manager, Personnel Technician, or other closely related class series.

NATURE OF WORK

Employees at this level independently perform technical and office tasks in support of a work process or processes requiring considerable knowledge of the work unit, organization and relevant laws or regulations. Employees may make some decisions which require some departure from established policies and procedures and determine of a course of action which commits the agency; guidelines do not cover all situations encountered and exceptions may be necessary. The degree of exception authority is predetermined and situations which exceed authority are referred to supervisors. Work requires a substantive knowledge of office procedures and practices, as well as office programs, organizational structure, functions and services to determine the appropriate actions. Public contact involves assessing and interpreting policies and procedures to respond to situations which require policy exceptions. Employees are required to function independently, but situations outside predetermined authority are referred to supervisors. Employees may supervise or coordinate the work of staff. Work is differentiated from the Level IV by the substantive program knowledge, application of work unit guidelines and a greater degree of independence.

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KNOWLEDGES, SKILLS AND ABILITIES

Substantive knowledge of office or work unit procedures, methods and practices.

Substantive knowledge of and ability to use correct grammar, vocabulary, spelling, proofreading and office terminology to compose and/or proofread correspondence, reports and materials.

Substantive knowledge of accounting procedures, applicable mathematics and their application in the work environment.

Skill in communicating effectively both orally and in writing.

Considerable ability to record, compile, summarize and analyze data.

Considerable ability to review and process information to determine conclusions, actions or compliance with applicable laws, rules or regulations.

Considerable ability to analyze work situations and interpret program content in making decisions and explaining policies, regulations and programs.

Considerable ability to exercise judgment, discretion and negotiation skills in problem situations.

Ability to learn, interpret and explain policies, regulations and programs.

Ability to independently respond to inquiries and coordinate a variety of resources in acquiring and disseminating information.

May require ability to train and manage a group of employees.

MINIMUM TRAINING AND EXPERIENCE

Graduation from high school and demonstrated possession of knowledges, skills and abilities gained through at least three years of office assistant/secretarial experience; or completion of a two-year secretarial science or business administration program with one year of responsible experience as described above; or an equivalent combination of training and experience.

Special Note: This is a generalized representation of position in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.