

SACRAMENTO CITY UNIFIED SCHOOL DISTRICT
Position Description

TITLE:	Health Services Technician	CLASSIFICATION:	Classified Non-Management (SEIU/Office-Technical)
SERIES:	None	FLSA:	Non-Exempt
JOB CLASS CODE:	1526	WORK YEAR:	11 to 12 Months
DEPARTMENT:	Health Services	SALARY:	Range 42 Salary Schedule C
REPORTS TO:	Assigned Supervisor	CABINET APPROVAL:	01-21-14

BASIC FUNCTION:

Perform diverse, complex clerical and technical duties requiring specialized knowledge and independent judgment involving frequent and responsible public contact; provide for proper input and output of a variety of data.

DISTINGUISHING CHARACTERISTICS:

Health Services Technicians are assigned and perform diverse, complex clerical and technical duties involving independent judgment and action within the Health Services and its associated sites such as the Immunization Clinic and TB Screening Clinic. The ability to work with numerous interruptions, attends to detail, and provides excellent customer service is required. The Health Services Technician must know and continue to learn both educational and medical terminology and associated school health protocols and procedures.

REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below [E]. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principle job elements.)

Compile information from a variety of sources, and prepare complex reports as required by district, county, state, or federal regulations; and communicate with other agencies sites, or departments to provide or obtain information. **E**

Compose correspondence independently or from oral or written instructions using a computer; prepare and edit letters, memorandums, reports, and forms; request, provide, or verify information; and receive, screen, and route mail and email. **E**

Receive and answer inquiries from families, other departments, school sites, medical providers, public health agencies, Health Services staff, and community organizations. **E**

Communicate with students, parents, staff, administrators, and others regarding district and Health Services policies and procedures. **E**

Screen home instruction applications for completeness and accuracy; assign teacher if necessary, monitor approved beginning and end dates; submit and monitor appropriate payroll documents; and input appropriate designations into student database. **E**

Compile, review, input, and submit appropriate payroll documentation for health services staff. **E**

Communicate confidential or sensitive information as appropriate, protecting the confidentiality of students, families, and staff. **E**

Prepare and maintain accurate records of health services and related activities. **E**

Process records according to established guidelines and procedures; schedule appointments; prepare informational materials and packets; and input data in various computer database programs. **E**

Operate a computer and related software to input, output, update, and access a variety of records and information; generate reports, spreadsheets, records, lists, and summaries from computer databases; and operate other standard office equipment. **E**

Monitor and maintain department and individual program budgets according to established guidelines. **E**

Order supplies and materials as assigned; maintain inventory; and monitor equipment service and contracts. **E**

Provide excellent customer service by establishing positive relationships with families, district personnel, representatives from external organizations, and others; and respond to phone calls, e-mails, letters, and other communications. **E**

Provide work direction and guidance to volunteers, student workers, and other personnel. **E**

Work with school improvement initiatives that close student achievement gaps between racial, ethnic, and economic groups by working with all of the diverse communities. **E**

Provide a positive climate of interaction and communication between school staffs, families, and the community, as related to Health Services. **E**

Perform related duties as assigned.

TRAINING, EDUCATION, AND EXPERIENCE:

Any combination equivalent to: graduation from high school, and three years of clerical experience. Educational and medical terminology preferred.

LICENSES AND OTHER REQUIREMENTS:

Overall scores in computer software testing program preferred as follows:

Keyboarding.....	50 Correct WPM
Word.....	75% Overall Score
Excel.....	75% Overall Score

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Educational and medical terminology.

District policies and procedures.

Applicable sections of State Education Code related to health services.

Local, state, and federal laws, policies, guidelines, and regulations related to health services.

Accurate record-keeping techniques and filing systems.
 Operation of a computer, scanner, related software, and standard office equipment.
 Query statements, database programs, and other related programs.
 Receptionist and telephone techniques and etiquette.
 Correct English usage, grammar, spelling, punctuation, and vocabulary.
 Interpersonal skills using tact, patience, and courtesy.
 Report writing methods and techniques.
 Current office practices, procedures, and equipment.
 Oral and written communication skills.
 Health and safety regulations.

ABILITY TO:

Perform the basic function of the position.
 Prepare and maintain files and documents.
 Operate a computer, scanner, related software, and standard office equipment.
 Perform computational tasks with speed and accuracy.
 Maintain records and prepare reports.
 Lift light objects according to safety regulations.
 Work with school improvement initiatives that close student achievement gaps between racial, ethnic, and economic groups by working with all of the diverse communities.
 Communicate effectively, both orally and in writing.
 Understand and follow oral and written directions in English.
 Complete work with many interruptions, and meet schedules and timelines.
 Read, interpret, apply, and explain rules, regulations, policies, and procedures.
 Establish and maintain cooperative and effective working relationships with others.
 Work confidentially with discretion.
 Meet state and district standards of professional conduct as outlined in Board Policy.

WORKING CONDITIONS:

SAMPLE ENVIRONMENT:

Department office, immunization and screening clinics, and constant interruptions.

SAMPLE PHYSICAL ABILITIES:

Sit for extended periods of time; dexterity of hands and fingers to operate a computer keyboard and other office equipment; reach overhead, above the shoulders, and horizontally; bend at the waist or crouch to retrieve and store files and supplies from cabinets and shelves; hear and speak to exchange information in person or on the telephone; see to view a computer monitor, read, prepare, and proofread documents related to assigned activities; lift light objects; and walk to buildings on the district office campus.

SAMPLE HAZARD:

Occasional contact with dissatisfied or abusive individuals.

APPROVALS:

Kenneth A. Forrest, Chief Business Officer

Date

Jonathan P. Raymond, Superintendent

Date