

## **INTAKE OFFICE COORDINATOR**

DISTINGUISHING FEATURES OF THE CLASS: This is important and difficult clerical work involving responsibility for performance of record keeping and clerical duties requiring the exercise of independent judgment in the application of procedures to specific situations. Work is performed under general supervision in accordance with established department policies. Supervision is exercised over the work of others engaged in the field.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Establishes and maintains procedures for processing and accounting in medical records of patients;

Establishes and maintains procedures for processing of medical orders;

Establishes and maintains procedures for obtaining signed medical orders on all patients from  
physicians;

Establishes and maintains files on all active and discharged patients;

Establishes and maintains procedures for processing and accounting for medical records of patients  
who have been discharged from Public Health Nursing Services;

Establishes and maintains procedures for processing referrals for speech therapy, occupational\  
therapy and physical therapy and distributing referrals to therapists;

Processes, sorts and records patient records all assessments and discharges done by therapists and  
sends copies to patients' physicians;

Processes all incoming and outgoing mail to Intake Office;

Types, logs and copies medical orders for billing departments;

Types and sends progress reports on patients to Family Court and Department of Social Services

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when indicated;

Assists with compiling data for statistical records and reports;

Establishes and maintains a variety of records and files relating to activities of the Intake Office.

### **FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARAC-**

**TERISTICS**: Thorough knowledge of modern methods of maintaining and checking records; good knowledge of medical terminology, procedures and equipment; ability to maintain complex activity control and patient records and to prepare reports; ability to understand and follow detailed oral and written instructions; ability to perform clerical operations with letters and numbers; ability to organize data into tables and records; ability to keep records using coded information; ability to perform clerical tasks with a high degree of accuracy; ability to plan and supervise the work of clerical personnel; a high degree of accuracy, initiative and resourcefulness; and industry and dependability.

### **MINIMUM QUALIFICATIONS**: Either:

(A) Graduation from high school and two (2) years of experience in the compilation and maintenance of records and reports; or

(B) Three (3) years of experience as described in (A) above; or

(C) An equivalent combination of training and experience.

**NOTE**: Completion of undergraduate college course work in business administration, accounting, or a related field can be substituted for the above experience on a year for year basis.

Revised and Replaced in Classplan: 2/10/2023