

# Classification and Qualification STANDARDS

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## Health Services Assistant

*Class Code: 5210  
Date Revised: 01-01-1978  
FLSA: Non-Exempt*

*Classification Standard Reformatted: 06-01-2013*

### **OVERVIEW:**

Under general direction, Health Services Assistants perform medical administrative work in connection with the reception and treatment of students, maintain student health records, provide various office services, and assist the Director of Student Health Services in planning, organizing and administering an extensive health and health counseling program at a CSU campus.

### **TYPICAL ACTIVITIES:**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this classification.

Health Services Assistants typically perform work involving some or all of the following duties: relieve the Directors of Student Health Services and other professional members of the staff of administrative detail related to the operations of a Student Health Center; conduct studies, prepare statistical reports or collect and compile historical data to be used in the development of efficient scheduling of medical facilities such as X-ray; assist in the planning and administration of special health programs such as tuberculin testing, immunization or vaccination; maintain adequate inventories of medical and office supplies and equipment, order such supplies and equipment and accomplish preliminary work in the negotiation of service contracts or the location of vendors of specialized equipment. Based on a thorough knowledge of the requirements of the Student Health Center, incumbents make recommendations with respect to the development of internal policies covering the reception and treatment of students, maintenance of student health records, the performance of related office services, and the implementation of the necessary procedures to place such policies in effect.

Incumbents have a broad knowledge of the programs and the objectives of the Student Health Center and provide information to students, faculty and representatives of community agencies including the interpretation of policies and the application of office procedures. Incumbents also may lead the work performed by a subordinate staff of clerical employees or student assistants.

### **MINIMUM QUALIFICATIONS:**

#### ***Knowledge and Abilities:***

Thorough knowledge of the principles and practices of office management and organization; general knowledge of training and leading others methods.

Ability to plan, organize and implement a variety of office equipment needs based on specific program requirements; develop budget estimates based on stated policies and programs and using institutional guidelines; plan and maintain procedural control over budget expenditures; analyze and revise clerical and operating procedures; learn, independently interpret and apply a wide variety of complex policies and procedures in circumstances for which guidelines do not exist or for which guidelines conflict; coordinate many different tasks, determine the relevant importance of each, set respective deadlines and complete all projects in a timely manner;

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lead others; and establish and maintain cooperative working relationships with students, faculty and administrators.

***Experience:***

Five years of progressively responsible technical clerical work including or supplemented by two years of lead responsibility including or supplemented by experience in budget control and/or development of diverse and extensive administrative guidelines for varied office operations.

***Education:***

Job-related education above the high school level may be substituted for the required experience on a year-for-year basis.