



BOONE COUNTY JOB DESCRIPTION

JOB TITLE: <u>Services Specialist - Detention</u>	NEW: <input type="checkbox"/>	REVISED: <input checked="" type="checkbox"/> X
<small>(Please check one)</small>		
REPORTS TO: <u>Detention Captain</u>	FLSA: <u>Non-Exempt</u>	DATE: <u>01/24</u>
DEPARTMENT: <u>Detention</u>	JOB CODE: <u>603</u>	

SUMMARY:

Under general supervision, performs clerical and medical office support duties, schedules medical appointments, reviews invoices, and completes release of information requests.

ESSENTIAL FUNCTIONS:

*Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills, and other characteristics. This list of tasks is ILLUSTRATIVE ONLY and is **not** a comprehensive listing of all functions and tasks performed by incumbents of this class.*

Performs clerical work in support of the medical office in the Boone County Jail; prepares letters, correspondence, forms and other documents; maintains copies of documents; operates computers, maintains and updates files and databases; completes information requests, and ensures compliance; performs word processing; operates office equipment; collects, copies, files and shreds documents as needed; answers phone lines and e-mail and directs inquiries to the appropriate staff; provides administrative support to medical staff.

Enters medical data into detainee records; receives detainee medical requests and sends acknowledgements; enters and tracks detainee medical records for statistical reports and information requests; schedules detainee medical appointments and transportation; communicates with detainees in-person regarding medical requests as needed.

Receives and sorts incoming medical mail; reviews invoices to determine who is responsible for payment; reviews invoices for hospital and clinic visits and checks dates of service and records for accuracy; reconciles pharmacy and medical supply invoices for accuracy; communicates discrepancies and contacts vendors as needed.

Receives, researches, completes, and tracks Release of Information requests; communicates with attorneys, hospitals, clinics, jails, and prisons throughout Missouri and surrounding area; creates and tracks invoices for information requests when applicable.

Enters and updates detainee information regarding requested and approved items.

Performs all other duties as assigned.

KNOWLEDGE AND SKILL:

1. Knowledge of personal computers and standard software applications related to office support work, including Microsoft Word and Excel.
2. Knowledge of filing and electronic record keeping systems.
3. Knowledge of medical terminology.
4. Knowledge of applicable laws and statutes in order to perform job functions.
5. Knowledge of Boone County policies and procedures.
6. Skill in mathematics sufficient to take and receipt cash money, accurately calculate and give change, perform calculations using addition, subtraction, multiplication and division.
7. Skill in application of state and federal guidelines, rules, and statutes to perform essential functions of position.
8. Skill in discretion and maintaining confidential information.
9. Skill in organizing, scheduling, and reviewing work.
10. Skill in establishing and maintaining cooperative working relations with other Boone County employees and the public.
11. Ability to work independently and follow instructions.
12. Ability to multitask.

PHYSICAL DEMANDS:

The majority of work is performed in a jail office setting and is generally sedentary. Must possess vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the phone.

Position requires CONTINUOUS sitting, upward and downward flexion of neck; fine finger dexterity and light to moderate finger pressure to manipulate keyboard, equipment controls, and other office equipment; pinch grasp to manipulate writing utensils. FREQUENT side-to-side turning of neck, walking, standing, bending and stooping, pushing/pulling, twisting at waist, moderate wrist torque to twist equipment knobs and dials; lifting objects weighing up to 25 lbs. and transporting distances from one building location to another. OCCASIONAL squatting, kneeling, reaching above and at shoulder height, moderate grasping to manipulate objects, and lifting objects more than 25 lbs.

WORK ENVIRONMENT:

This job operates in a jail environment. Professional attire required. This position routinely uses office equipment such as computers, calculators, multi-line telephones, photocopiers, large format printers and scanners, binding machines, hand-held recording devices, filing cabinets, and fax machines. This position is routinely in contact with the public, other Boone County

employees, elected officials, and members of other entities. This position occasionally has verbal contact with detainees.

MINIMUM QUALIFICATIONS:

- High school diploma or equivalent;
- One year of clerical experience, preferably in a medical environment;
- 18 years of age or older;
- Clear criminal record excluding minor traffic violations;
- Visual acuity of 20/200 and correctable to 20/20 in both eyes;
- Must possess a valid driver's license at time of application and a valid Missouri driver's license at time of appointment;
- Proficient knowledge of the English language, to include:
 - grammar, punctuation, and spelling;
 - oral and written communication;
 - reading comprehension.
- No employee, while on duty, shall have visible body, facial or tongue piercing jewelry except for traditional ear piercings.
- Must be of good character, with no felony convictions or convictions for crimes involving moral turpitude.
- Must not have pending indictments or criminal convictions within the last two (2) years.
- Must pass a pre-employment drug screen, vision and hearing examination, and psychological examination.
- Applicant must meet minimum qualifications set forth by the FBI and MSHP CJIS Security policy.

Please note this job description is not designed to cover or contain a comprehensive listing of functions, tasks, activities, duties, responsibilities, knowledge, and skills that are required and deemed necessary for all incumbents of this class. Specific functions, tasks, activities, duties, responsibilities, knowledge, and skills may change at any time with or without notice.