

JOB TITLE: Health Services Technician
PAY GRADE: CL 18
LAST REVISED: July 2025

*Job Descriptions/Class Specifications are intended to present a descriptive list of the range of duties performed by employees in the job and are **not** intended to reflect all duties performed within the job.*

Sierra College has a strong commitment to the achievement of equity and inclusion among its faculty, staff, and students and values the rich, diverse backgrounds that make up the campus community. A strong candidate for this position must have the understanding and ability to successfully support individuals with varying backgrounds. This includes persons with disabilities, various gender identities and sexual orientations, as well as individuals from historically underrepresented communities and other groups. Our District is committed to providing strategies for success and proactive student-centered practices and policies focused on eliminating equity gaps to ensure the District provides an inclusive educational and employment environment focused on strategies for success and equitable outcomes for all.

SUMMARY DESCRIPTION

Under general supervision from assigned manager, provides administrative and clinical support and assistance to students, District staff, and healthcare providers; coordinates daily activities of the student health care clinic, requiring general knowledge of medical terminology, policies, procedures, and practices related to federal, state, and District rules and regulations; requires a high level of discretion with confidential patient information; and provides information and assistance to students, District staff, and the public regarding the Health Center and District services.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Coordinates daily administrative and clinical office activities to support health care providers; greets, receives, and directs visitors and telephone inquiries from District staff, students, and the public; provides information and reference or program materials for Health Center services, procedures, payment policies, and District and community resources; prepares, updates, and maintains an inventory of health education collateral and reference materials for student and patient information; composes general, specialized, and confidential correspondence; assists with the assembly and preparation of periodic reports and materials.
2. Assists students enrolled in Allied Health and other programs with health requirements; provides information on programs and enrollment and application requirements.
3. Assesses patient contacts for office visitors or callers regarding physical or mental health concerns; provides preliminary assessment related to urgency, nature, and severity and/or seeks assistance from health care providers or crisis-related resources or partners, as needed; contacts outside healthcare services and agencies provides information, and resolves matters or routes calls, as appropriate.
4. Maintains, prepares, cleans, and restocks treatment and examination rooms, instruments, and equipment to maintain infection control; disposes of contaminated supplies; cleans sterilizer according to scheduled maintenance program and keeps appropriate records.
5. Schedules patients for nurse practitioners and mental health counselors; makes initial determination for the level of provider to be seen; prepares schedules and informs practitioners; organizes, audits, and updates medical files to correspond with appointment schedules; collects required documentation, including current vaccination records and intake paperwork; facilitates immunizations and tuberculosis (TB) clearances for District staff and students.
6. Supports nurse practitioners and mental health counselors with emergency situations, including, but not limited to, assisting with patients, performing basic to urgent triage, and general observation in waiting or treatment rooms; assists students with various behavioral or mental health crises, including panic attacks, and mental health crisis; calls for emergency services and Placer County crisis team, as needed.

7. Assists student athletes with special circumstances related to health mandates or recommendations; may include additional testing to participate in athletic competitions.
8. Partners with District staff to provide information through various campus outreach activities by presenting and educating students on available Student Health Center programs, services, and resources.
9. Participates in the preparation and administration of assigned budget(s), including grants and special programs; researches and purchases materials, parts, and supplies, and determines future needs; inventories supplies and materials; discusses new products or special needs with vendors and District staff; maintains expenditure records; advocates for the needs of the department; and creates prioritized lists of needed equipment for administration; provides input regarding annual budget development; creates and submits requisitions; reviews and ensures balances of opening and closing budgets for new fiscal year.
10. Prepares monthly billings to students and the District; prepares billings for Medicaid insurance reimbursement and Medi-Cal for revenue; ensures patient diagnoses are recorded accurately for billing and eligibility purposes; verifies, updates, and enters data onto standardized formats; researches inputs, and ensures medical classification, diagnosis, and treatment codes and fees are accurately coded; verifies accuracy of charges, receipts, and postings; reconciles patient and other income accounts; receives and processes charges to student health accounts; prepares bills and records payments and fund transfers for services; places and releases student account holds as they apply to student health center payments and account balances.
11. Assembles, maintains, and reviews hard copy and electronic patient medical files, charts, and information in accordance with Health Insurance Portability and Accountability Act (HIPAA) and Family Educational Rights and Privacy Act (FERPA) privacy laws; verifies patient file contents to ensure receipt and accuracy of required forms; verifies student identification and consent agreements; follows established procedures for maintaining Electronic Medical Records (EMRs); releases and disposes patient records; ensures compliance with state and federal laws for chart maintenance and governance; releases medical information as requested and in keeping with medical-legal requirements.
12. Coordinates referral services for family nurse practitioners and mental health counselors.
13. Verifies international student compliance with medical requirements for college admission.
14. Creates or updates contracts and purchase orders for Medical Director and Licensed Marriage and Family Therapists; maintains, records, and files copies of license and insurance certificates.
15. Maintains, receives, and records hours worked by hourly staff and contracted health care providers; receives, tracks, and reports leave time taken by medical.
16. Provides onboarding support, general work training, guidance, supervision assistance, and directs activities of students or temporary employees.
17. Performs related duties that support the overall objective of the position.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Operational characteristics, procedures, practices, services, and activities of Sierra College and the Health Center.
- Clinical and administrative procedures, practices, and techniques used for outpatient medical clinics.
- Medical administrative processes and procedures, including medical terminology, patient care diagnostic codes, hardy copy and electronic file maintenance and control, and insurance billing.
- Student patient intake, screening, and charting procedures.
- Medical triage and treatment protocols, including mental health referrals, first aid, and Cardiopulmonary Resuscitation (CPR).
- Infection control standards and practices.

- Federal, state, and local laws, codes, and regulations regarding support of students and health care protocols, including, but not limited to, the Health Insurance Portability and Accountability Act (HIPAA), Family Educational Rights and Privacy Act (FERPA), and the Americans with Disabilities Act (ADA).
- Referral agencies, services, and departments on and off campus.
- Basic mathematical concepts.
- English usage, grammar, spelling, punctuation, and vocabulary, including proofreading.

Ability to:

- Provide specialized assistance, training, and information to students, District staff, and the public concerning student health care services, functions, and resources.
- Perform standard clinical procedures according to established protocols.
- Perform or provide basic to urgent patient triage over the phone and in person, including mental health referrals, first aid, and CPR.
- Coordinate and perform a variety of medical clinic office services, including appointment scheduling and maintaining calendars.
- Practice safety, environmental, and infection control methods.
- Prepare narrative and statistical reports.
- Follow and conduct out-patient clinical and administrative procedures.
- Code and maintain electronic medical records and insurance billing using current procedural terminology and International Classification of Diseases (ICD-9).
- Adapt to changing healthcare requirements and protocols.
- Work with and show sensitivity to a diverse student population from a wide range of ethnic, socio-economic, gender, sexuality, and accessibility backgrounds.
- Plan and organize work to meet changing priorities and deadline with frequent interruptions and a high degree of public contact.
- Maintain records, student medical charts and histories, and prepare reports.
- Utilize office procedures, methods, and equipment, including computers, technology, and applicable software applications sufficiently to perform the duties of the classification, including the District's Enterprise Resource Planning (ERP) system and those used in the health care field.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Maintain confidentiality of information.
- Perform basic arithmetic operations.
- Follow oral and written directions.
- Communicate clearly and concisely, both orally and in writing.
- Provide onboarding support, general work training, guidance, supervision assistance, and direct activities of students or temporary employees.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work independently and collaboratively.
- Apply District policies and procedures.

EDUCATION AND EXPERIENCE GUIDELINES

Any combination of education and experience that demonstrates the required above knowledge and abilities is qualifying. Examples of ways to obtain the above knowledge and abilities could include, but are not limited to, the following:

Education/Training

- Equivalent to completion of the twelfth grade or General Educational Development (GED) supplemented by college course work or training in a health care related industry.

Experience

- Two years of successful clerical experience in a public health, hospital, or health clinic setting.

License/Certificate - possession of, or ability to obtain within a reasonable timeframe, each of the following:

- Valid California Driver's License.
- Basic Life Support certificate for health care providers, including CPR, AED, and obstructed airway.
- Bloodborne Pathogens Exposure Control Program Certificate.
- First Aid certificate.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard college health clinic setting; risk of exposure to blood borne and/or other pathogens due to contact with fresh or dried blood or other body fluid; work with laboratory equipment and apparatus. Moderate exposure to risks controlled by safety precautions.

Physical: Primary functions require sufficient physical ability and mobility to work in a college health clinic setting; to stand or sit for prolonged periods of time; to occasionally walk, stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office and health care related equipment requiring repetitive hand movement and fine coordination, including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.

Board Approved: July 15, 2025