

PROCESSING ASSISTANT II

ROLE

Employees perform a variety of office and/or technical tasks to accomplish the specialized processing of information, documents or materials. Employees typically work in an environment with other Processing Assistants, but may work alone; while work goals are shared, individual assignments may vary. Employees report to higher-level processing, administrative, technical or professional employees.

Work functions are similar to other office support roles, but employees have a significant concentration in the areas of Records and Reports, Files and Public Contact. Major duties include document completion, verification, problem identification and resolution; statistical, financial, and/or other record keeping; public contact including receiving and providing information and problem-solving; files maintenance and management; composition, calculation, and determination of an action or compliance; and office equipment operation. Work may require the use of a variety of manual or automated office systems. These systems are used to establish, retrieve, verify, research, update and/or authorize processing actions.

Employees may work with one process or several related processes. The higher levels of this role reflect increased complexity, scope and consequence of tasks. Employees become "content" or process experts within the areas of assignment. Each level requires more technical knowledge and application of policies, procedures, laws and regulations. With the progression in level, employees reflect greater decisionmaking, consequence of determinations and authority to commit the agency to a course of action. Some employees may have supervisory responsibilities.

Classification titles for these positions may be identified as Accounting Clerk, Customer Services Representative, Data Control Clerk, Medical Records Assistant, Microfilm Clerk, Patient Account Representative, Patient Relations Representative, Payroll Clerk, Personnel Assistant, Public Information Assistant, Receptionist, Records Clerk, and Statistical Assistant. Employees performing at higher levels may be found in Accounting Technician, Administrative Assistant, Medical Records Manager, Personnel Technician, or other closely related class series.

NATURE OF WORK

This is entry level work which identifies employees who perform a high volume of tasks limited in variety and scope to support of a work process or a work unit. The majority of time is spent working through processes involving very specific procedural and operational guidelines. Work requires limited knowledge of office practices and procedures to assemble or screen specific documents and to perform a limited variety of equipment operation duties. Work involves public contact of limited scope in answering and routing calls. Based on the standardized nature of work performed, employees may function independently or with close review. Tasks typical of Level II assignments are similar to the Office, Program and Processing Assistant roles.

KNOWLEDGES, SKILLS AND ABILITIES

Working knowledge of spelling, punctuation and vocabulary.

Limited knowledge of office practices and procedures.

Ability to arrange and place records, reports, files and other documents into a defined sequence.

Ability to screen and refer communications using defined procedures.

Ability to use a variety of standard office equipment.

Ability to follow oral and written instructions and procedures.

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Ability to communicate effectively in person and by telephone.
Ability to learn the use of special office equipment.
Ability to perform simple arithmetic calculations.

MINIMUM TRAINING AND EXPERIENCE

Graduation from high school; or an equivalent combination of training and experience.

Special Note: This is a generalized representation of position in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.