

PROCESSING ASSISTANT IV

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

Employees at this level independently perform a variety of tasks including some technical tasks in support of a work process or processes or a program requiring the selection of the most appropriate action from several alternatives. Each alternative has some guidelines requiring interpretation and knowledge of organizational functions. Work requires a significant knowledge of office procedures and practices, as well as office programs, organizational structure and services to initiate, monitor, review and maintain a variety of documents to determine or obtain compliance and acceptability of actions. Public contact requires explanation and interpretation using established policies and procedures to respond to inquiries and gather needed information. Employees function independently within established operating procedures and may provide input on matters requiring departure from established interpretation of office policies, procedures and operations. Employees may supervise or coordinate the work of staff. Work is differentiated from Level III by an increase in the degree of independence and program and/or process knowledges applied.

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KNOWLEDGES, SKILLS AND ABILITIES

Significant knowledge of office or work unit procedures, methods and practices.

Significant knowledge of and ability to use correct grammar, vocabulary, spelling and office terminology to compose and/or proofread correspondence, reports and other materials.

Significant knowledge of accounting procedures, mathematics and their application in the work environment.

Ability to learn and independently apply laws and departmental rules and regulations covering programs and services.

Ability to review and process information to determine conclusions, actions or compliance with applicable laws, rules or regulations.

Ability to apply a variety of work-related formulas or mathematical calculations.

Ability to record, compile, summarize and perform basic analysis of data.

Ability to independently work with people with courtesy and tact in performing public contact duties that may be sensitive in nature.

May require ability to supervise and coordinate the work of other staff, student workers or volunteers.

MINIMUM TRAINING AND EXPERIENCE

Graduation from high school and demonstrated possession of knowledges, skills and abilities gained through at least two years of office assistant/secretarial experience; 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.