

## PROCESSING ASSISTANT III

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 moderate variety of tasks within specific work guidelines. The majority of time is spent performing tasks in support of a work process or processes or a program involving the selection from among alternative actions within specific procedural and operational guidelines. Work requires general knowledge of office practices and procedures to review, verify, complete, record, and/or balance records, reports and figures. Duties within the public contact function involve interaction with clients, patients, other employees and the public to gather, relay and explain information to establish and update records or to determine eligibility for services. Employees usually function independently within defined guidelines. Matters requiring additional interpretation are referred to the immediate supervisor. Employees may supervise or coordinate the work of staff. Work is differentiated from Level II by the increased variety and scope of tasks and the independence of action.

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KNOWLEDGES, SKILLS AND ABILITIES

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

General knowledge of and ability to use correct spelling, punctuation and specialized vocabulary; ability to proofread.

General knowledge of office accounting and record keeping procedures, mathematics and their application in the work environment.

Ability to learn and apply a variety of guidelines.

Ability to use a variety of office equipment.

Ability to work with people with courtesy and tact.

Ability to screen communications based on predetermined guidelines to independently respond or route inquiries.

Ability to record and compile information based on general guidelines.

Ability to gather and give information and instructions regarding the work process or procedures.

Ability to balance and reconcile figures.

May require ability to coordinate work of other support staff, student workers or volunteers.

Ability to learn to use specialized office equipment.

MINIMUM TRAINING AND EXPERIENCE

Graduation from high school and demonstrated possession of knowledges, skills and abilities gained through at least one year 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.