

**MEDICAL SERVICES SPECIALIST**  
**(Part Time 20 hours per week)**

**DEPARTMENT** : **FIRE RESCUE**  
**SALARY** :  
**FLSA** : **NON-EXEMPT**  
**CIVIL SERVICE** : **EXCLUDED**  
**BARGAINING UNIT** : **NON-BARGAINING**

**GENERAL STATEMENT OF DUTIES**

Staff support position responsible for performing a variety of administrative and clerical tasks related to the Fire Rescue Emergency Medical Services (EMS) Division. Serves as Privacy Officer as relates to patient information. The work is performed under the general supervision of the Chief of Fire Services, direct supervision of the Medical Supervisor and general direction of the Medical Coordinator on duty. Requires the use of independent judgment and initiative. No supervisory responsibilities. May also provide backup for department Administrative Secretary.

**EXAMPLES OF ESSENTIAL FUNCTIONS**  
**(Illustrative Only)**

These functions are considered essential for successful performance in this job classification.

1. Maintains files and records of EMS data.
2. Maintains EMS statistical performance records according to State of Iowa requirements.
3. Maintains EMS Operations Manual for accuracy and thoroughness and schedules revisions on a predetermined schedule.
4. Schedules and assists with review of all State of Iowa, OSHA and locally mandated documents/manuals.
5. Schedules EMT-B, EMT-I and EMT-P student ride-alongs on Waterloo Fire Rescue (WFR) ambulances.
6. Schedules ambulances and personnel for outside events (i.e. rodeo, monster truck, BMX races).
7. Prepares and submits reimbursements for ambulance billings.
8. Collects ambulance fees and revenues, prepares receipts and maintains records of transactions, prepares weekly batch billing

and disperses accordingly and supports lawyer or patient requests for documentation.

Serves as **Privacy Officer** responsible for ensuring all Fire Rescue patient information privacy policies and procedures are followed including but not limited to the following:

1. Trains WFR employees on patient health information (PHI) and confidentiality.
2. Maintains password security and patient data integrity.
3. Defines EMS crew access to PHI and minimum necessary requirements for employees.
4. Acts as contact person for dissemination of PHI to other health care providers.
5. Acts as contact person for patient complaints and requests.
6. Processes patient requests for access to health information and consent forms.
7. Processes patient accounting requests.
8. Ensures the capture and storage of patient PHI for six years.
9. Ensures EMS compliance with all applicable

HIPAA and other privacy rule requirements.

Other Essential Functions:

1. Performs data entry, types correspondence, reports and statistical data.
2. Collects and compiles statistical data manually and with a computerized system.
3. Greets the public and answers incoming department phone calls as needed and provides information based on knowledge of department and City policies, regulations and procedures or directs them to proper person.
4. Serves as back up for duties performed by Administrative Secretary, as needed or assigned by Chief of Fire Services.
5. May interpret technical data, review materials on a variety of projects and present facts and findings clearly and concisely to a supervisor, coworkers, City officials and the public.
6. May prepare written reports, complete forms and keep files up-to-date.
7. Communicates with the public, City officials and coworkers by telephone and in person.
8. Works under strict time constraints and stressful conditions.
9. Works independently and with others with limited supervision.
10. Attends work regularly at the designated place and time.
11. Performs all work duties and activities in accordance with City, department and OSHA policies, procedures and safety rules.
12. Performs other duties as assigned by a supervisor or designee.

**REQUIRED KNOWLEDGE & ABILITIES**

1. Basic knowledge of Medicare and Medicaid regulations pertaining to EMS services.

2. Basic knowledge of HIPAA and other privacy regulations as they pertain to EMS services.
3. Prefer knowledge of medical terminology.
4. Working knowledge of general office procedures, equipment and terminology.
5. Ability to prioritize work, produce a quality work product within strict time lines, handle multiple tasks and work under stressful conditions.
6. Ability to exercise independent judgment and to make decisions based on department policies, HIPAA and other privacy regulations.
7. Ability to enter and retrieve information on a personal computer and knowledge and skill with Microsoft applications including Word and Excel; ability to learn specialized computer software, develop computer-generated reports and analyze data from these reports.
8. Ability to speak clearly and distinctly and to write legibly; ability to present data and reports in organized and understandable form.
9. Ability to keep accurate, thorough and updated records.
10. Ability to answer questions and provide information to the public in person and over the telephone in a clear, concise and easily understandable manner, with tact and respect.
11. Ability to work independently and with others with minimum supervision.
12. Ability to establish and maintain effective working relationships with other employees and members of the public.
13. Ability to exercise independent judgment and to make decisions based on department policies, City ordinances and established regulations.

14. Ability to work with people from a broad variety of social, economic, racial, ethnic and educational backgrounds.

#### **ACCEPTABLE EXPERIENCE & TRAINING**

1. High school graduate/GED.
2. Minimum two years experience in clerical or secretarial field.

#### **OR**

Any equivalent combination of experience and training that provides the knowledge, skills and abilities necessary to perform the work.

3. Skilled in use of personal computer and Microsoft Office products, in particular word processing and spreadsheet applications.

#### **ESSENTIAL PHYSICAL ABILITIES**

The following physical abilities are required with or without accommodation.

1. Sufficient speech and hearing that permits the employee to communicate effectively with supervisors, other employees and the public in person or by telephone.

2. Sufficient vision and manual dexterity that permits the employee to operate a personal computer and other standard office equipment, handle files, perform customer service duties and other clerical responsibilities.

3. Sufficient personal mobility that permits the employee to move from one work area to another.

#### **MISCELLANEOUS**

1. The City of Waterloo will conduct a background investigation including employment and criminal history checks on any applicant being considered for this position.
2. Post-job offer word processing, spreadsheet and clerical skills testing will be required.

#### **WORK SCHEDULE**

Generally 8:00 a.m. to Noon Monday through Friday