



New Mexico State Personnel Office

2600 Cerrillos Road
Santa Fe, New Mexico 87505-0127

Classification Description

MEDICAL SECRETARIES

| <u>Class Title</u> | <u>Class Code</u> | <u>Pay Band</u> | <u>Alt Pay Band*</u> |
|-----------------------|-------------------|-----------------|----------------------|
| Medical Secretaries-B | R6013B | 40 | |
| Medical Secretaries-O | R6013O | 45 | |
| Medical Secretaries-A | R6013A | 50 | |

**In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

Occupation Description

Perform secretarial duties utilizing specific knowledge of medical terminology and hospital, clinic, or laboratory procedures. Duties include scheduling appointments, billing patients, and compiling and recording medical charts, reports, and correspondence.

Nature of Work

Medical secretaries, perform highly specialized work requiring knowledge of technical terminology and procedures. Medical secretaries transcribe dictation, prepare correspondence, and assist physicians or medical scientists with reports, speeches, articles, and conference proceedings. They also record simple medical histories, arrange for patients to be hospitalized, and order supplies. Most medical secretaries need to be familiar with insurance rules, billing practices, and hospital or laboratory procedures.

Distinguishing Characteristics of Levels

Note: Examples of Work are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.

Basic

- Employees in this Role assist in medically-related clerical duties such as greeting patients, word processing, copying, and filing.

Recommended Education and Experience for Full Performance

High School diploma or GED and one and a half (1.5) years experience providing administrative support.

Minimum Qualifications

High School diploma or GED and three (3) months of experience providing administrative support.

Operational

- Employees in this Role transcribe dictation, prepare correspondence and assist physicians or medical scientists with reports, speeches, articles and conference proceedings.

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- Employees may record basic medical data, arrange for patient hospitalization, prior authorization of services or referral, and order supplies.
- Employees work with insurance rules, medical billing, medical terminology, and transcribe hospital and laboratory procedures.

Recommended Education and Experience for Full Performance*

High School diploma or GED and two (2) years of experience providing administrative support in a healthcare setting to include experience in CPT coding and/or medical billing.

Minimum Qualifications

High School diploma or GED and six (6) months of experience providing administrative support in a healthcare setting to include experience in CPT coding and/or medical billing.

Advanced

- Employees in this Role perform related administrative, clerical, and computerized tasks.
- Employees have specialized experience in a medical field such as long-term care, geriatrics, hospital laboratories, or manage an office.
- Employees provide administrative support to a public health agency.

Recommended Education and Experience for Full Performance

Associate's degree as a Medical Administrative Assistant and two (2) years experience providing administrative support in a healthcare setting to include experience in CPT coding and/or medical billing.

Minimum Qualifications

High School diploma or GED and one (1) year of experience providing administrative support in a healthcare setting to include experience in CPT coding and/or medical.

Knowledge and Skills

*Note: This information has been produced by compiling information and documentation provided by O*NET. O*NET™ is a trademark of the U.S. Department of Labor, Employment and Training Administration.*

Knowledge

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Medicine and Dentistry — Knowledge of the information and techniques needed to diagnose and treat human injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures.

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Skills

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Service Orientation — Actively looking for ways to help people.

Speaking — Talking to others to convey information effectively.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Coordination — Adjusting actions in relation to others' actions.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.

Time Management — Managing one's own time and the time of others.

Statutory Requirements: N/A

Conditions of Employment: Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions, and the recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Default FLSA Status: Non-Exempt. FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

Bargaining Unit: This position may be covered by a collective bargaining agreement and all terms/conditions of that agreement apply and must be adhered to.

Established: 07/07/2001

Revised: 09/20/2011

**Adapted from the United States Bureau of Labor Statistics and are intended to illustrate the typical education and experience required for this occupation and are not to be construed as minimum qualifications.*

Note: Classification description subject to change. Please refer to the SPO website www.spo.state.nm.us to ensure this represents the most current copy of the description.