



# POSITION DESCRIPTION

Position Title: **Medical Assistant**  
Candidate: TBD  
Department: San Mateo Free Clinic  
Supervisor: Clinic Manager  
FLSA: Full-Time/Hourly/Non-Exempt  
Salary Range: \$29.13/hr  
Effective Date: TBD

## OUR IMPACT

For over 50 years, Samaritan House has been leading the fight against poverty in San Mateo County. We're the only organization that delivers the full breadth of essential services and personalized support to the working poor. By ensuring our clients are fed, clothed, healthy, and housed, we help them create their own stability and remain an active, successful part of our community. After all, an enduring community is only possible when every person has the resources they need to live.

## OUR CULTURE

We're passionate about providing our employees with a supportive work environment and experiences that help them grow. We offer excellent opportunities for individuals with proven strong, creative, results-driven leadership skills and stellar work ethics. We welcome candidates who love working with people of diverse backgrounds and want to make a difference by fostering community care for our neighbors in need.

## YOUR IMPACT

Under the general supervision of the Clinic Manager and the Senior Clinic Manager, the Medical Assistants support Samaritan House Clinic Patients by providing information, services and assistance. Services range from direct client contact such as taking vitals to support with front office operations. Must be familiar working with electronic health records systems. Candidate must be technologically proficient. Position requires a Bilingual Bicultural Spanish speaking candidate to successfully serve or mostly Spanish speaking client base.

## JOB QUALIFICATIONS

**Please note our preferred and in some cases required qualifications for this position:**

### EDUCATION:

- AA Degree in Medical related field preferred; Specialized experience may substitute for education; Certified California Medical Assistant preferred.

### EXPERIENCE:

- Two years' experience working in a medical office; This includes experience with supply management, infection control, maintaining safe and effective work environment and ability to be patient focused

### KNOWLEDGE, SKILLS, AND ABILITIES:

- Bilingual and Bicultural English/Spanish candidate required.
- Excellent computer proficiency including Microsoft Office Suite (Excel, Word, etc.); Excellent database entry skills; familiar with medical electronic health record systems.
- Maintain excellent medical documentation; Strong time management skills, multi-tasking skills and ability to learn quickly.
- Must be able to successfully manage and maintain accurate records and patient scheduling in a timely fashion.
- Strong attention to detail, organizational skills and ability to multi task/prioritize in a fast-paced work environment Commitment to excellence and high standards.

- Self-motivated; capable of developing analysis from ambiguous information with minimal or no supervision.
- Versatility, flexibility, and a willingness to work within a dynamic environment. Creative thinker with high energy and enthusiasm.
- Ability to work independently and as a member of project teams.
- Strong work ethic, customer service skills, positive and resilient attitude and integrity in all agency business dealings and interactions.
- Excellent, sound judgement and decision-making skills in a fast-moving environment; Ability to observe and work within professional boundaries in all interactions with all constituents; Ability to exercise tact and diplomacy under normal and stressful conditions.
- Excellent interpersonal and relationship building skills. Ability to work effectively, maintain and cultivate credible relationships with Agency constituents of diverse backgrounds.
- Flexible schedule, including ability to work early mornings, evenings, weekends and holidays when needed.
- Must be able to travel between agency sites or other locations as assigned. Valid California driver's license, dependable transportation with insurance, and a clean driving record. Ability to be on time.

## **PHYSICAL REQUIREMENTS AND BACKGROUND CHECK**

Candidate must have the physical, visual, and auditory ability to perform the essential functions of the job and to respond to emergencies with or without reasonable accommodations. Reference checks and background checks will be performed prior to and at commencement of employment. Candidate must be able to work in a clinic environment with occasional-to-regular interruptions. Activities may include but are not limited to: repetitive hand/arm motion (computer work), extended periods of standing and/or sitting at a computer workstation, regular travel, occasional bending, pulling, pushing, reaching, lifting, and carrying up to 20 pounds. This position will require the usage of a mobile device or other assigned equipment, which will be provided. Position is on site with occasional travel to partner agencies as assigned. Traditional business schedule while program is developed. When program is launched schedule will require flexibility to meet with clients which includes some evenings as needed.

## **ESSENTIAL FUNCTIONS OF THE JOB**

1. Perform front and back-office duties and provide excellent Medical Assisting services to Clinic Patients/Clients and to our providers.
2. Perform Patient prescreening and maintain patient charts. This includes but is not limited to verification of patient information through interviews, recording medical histories; confirming purpose visits, pull charts, pull medications, preparing patient charts with appropriate forms
3. Secures patient information and maintains patient confidence by completing and safeguarding medical records; Completing diagnostic coding and procedure coding; Keeping patient information confidential.
4. Schedules ancillary tests ordered by Physicians; verifying times with patients; preparing, recording and submitting referral forms; Obtain lab reports as needed.
5. Maintains a safe, secure, and healthy work environment by establishing and following agency medical/legal standards and procedures; complying with legal regulations; Maintains a clean, professional looking and safe waiting room.
6. Medical and medical office supplies management; Maintain supplies ready by inventorying stock; Placing orders; Verifying receipt.
7. Perform general front office duties as needed including but not limited to telephone reception, scheduling appointments, filing; Call patients with appointment reminders; Call Physicians with schedule updates; Update medical database; Shred paperwork as appropriate.
8. Ensure any assigned data entry has been performed timely into the Agency's Electronic Health Record system. Data entry must to accurate with minimal to no errors.
9. Medical procedures to be performed include, but not limited to ear irrigations, blood sugar testing, urine drips, Hemocult preparation, and any other minor procedures as directed by Physicians.
10. Any delegation of duties must be approved in advance by Clinic Managers otherwise in general Medical Assistants are expected to follow through with assigned work.
11. Reliable, consistent and timely attendance is required. Position is to follow agency policies for requesting time away from work as far in advance as possible in order to receive approval. If PTO is exhausted any unpaid time may be considered a performance issue and subject to corrective action barring extenuating circumstances approved by Clinic Managers.

12. Perform all agency work with highest of ethical standards, excellent integrity and with excellent professional boundaries. Professional boundaries and general professionalism is critical for success and successful relationship building with constituents.
13. Assist with the maintenance of a safe work environment for all and report any incidents or COVID violations within 24 hours or immediately.
14. Support, assist and attend general Agency events, activities and functions.
15. Attend any assigned trainings or meetings internal or external- represent Samaritan House positively and professionally.
16. Perform other duties as directed.

## HOW TO APPLY

Interested candidates for this position will be required to submit a cover letter and resume to:

SAMARITAN HOUSE HR Specialist/Recruiter

4031 Pacific Blvd. San Mateo, CA 94403

E-mail: [jobs@samaritanhousesanmateo.org](mailto:jobs@samaritanhousesanmateo.org) Via facsimile: (650) 294-4336

No phone calls, please! Samaritan House is an equal opportunity employer. Because of the volume of applications Samaritan House receives, we regret we are not able to respond to every applicant individually. If your skills and experience are a good match for this position, we will contact you for an interview.

## ACKNOWLEDGMENT

*Please sign below in acknowledgment that you have received and understand the job description of Medical Assistant*

\_\_\_\_\_  
Employee Signature      Date

\_\_\_\_\_  
Supervisor Signature      Date

\_\_\_\_\_  
Vice President of Human Resources      Date