

Job Description

JOB TITLE: Medical Assistant

SUPERVISED BY: Nurse Supervisor

STATUS: Hourly, Full time Tuesday to Saturday

Via Care

Duties and Responsibilities:

We are seeking a dedicated and detail-oriented individual to join our healthcare team as a Medical Assistant. The Medical Assistant will provide essential support to healthcare professionals in delivering high-quality patient care. This entry-level position is ideal for candidates with a passion for healthcare who are looking to start their career in a clinical setting. Medical Assistant provides basic nursing care to patients under the direct supervision of a licensed medical staff member and completes the required clerical duties associated with care provision. Additionally, the Medical Assistant handles the intake of patients, vitals, documentation of past/present illness/history, chief complaint, medical labs, referrals, procedures, blood draws/injections, and relevant medical information.

Essential Functions:

The functions performed by employees in this job family will vary by level or the area(s) to which assigned but may include (and not be limited to) the following. Employee must perform all duties and responsibilities in accordance with Via Care's care standards.

- Maintains complete and accurate patient records, including entering data into the computer, ensuring proper documentation of all procedures, and assisting with processing and billing of Managed Care, Family PACT, Medicare, Medi-Cal, CHPD, CPSP, or MHLA for patient services.
- Assists with patient flow including receiving/greeting patients; locating charts; checking/making appointments; answering the telephone; and referring patients to appropriate person.
- Follows daily/weekly/monthly assignments as directed by supervisor (Clinic Manager/LVN).
- Utilization of CAIR, VFC, and other systems as directed by supervisor.
- Assist with immunization inventory, ordering, and reporting as directed by supervisor.
- Assist in ordering supplies, maintaining inventory log and supply destruction log.
- Participate in cross-training for Front Office duties, assisting Referral Coordinator and Pharmacy Technician if needed and as directed by the supervisor.
- Electronic lab ordering and processing lab test results per clinic policy.
- Assist in glucometer training for diabetic patients, as ordered by the provider.

- Receives and treats all patients with the utmost respect and professionalism.
- Performs a wide variety of clerical duties including preparing routine correspondence, filing, photocopying, faxing, answering the telephone, and directing calls as needed.
- Attends and actively participates in all team and staff meetings and related continuing education programs.
- Participate in ongoing training as required by supervisor.
- Performs other duties as required by supervisor.
- Assist healthcare professionals in patient examination and treatment procedures.
- Aid with patient education and instructions under the direction of healthcare providers.
- Prepare examination rooms and ensure cleanliness and organization.

Knowledge, Skills, and Abilities:

- Ability to relate and communicate well to all cultural and ethnic groups in the community.
- Strong communication and interpersonal skills.
- Excellent organizational abilities and attention to detail.
- Ability to prioritize tasks and work effectively in a fast-paced environment.
- Basic computer proficiency.
- Compassionate and empathetic attitude toward patients.
- Ability to maintain professionalism and confidentiality.
- Willingness to learn and adapt to new tasks and responsibilities.

Special Requirements:

- Must have a reliable automobile for use on the job (mileage to be reimbursed).
- Subject to a criminal background check before employment.
- Valid California Driver's License and automobile insurance coverage.
- TB clearance, to be renewed every year. COVID Vaccine and boosters as needed.

Qualifications:

- Medical Assistant training and certificate of completion.
- CPR certification – adult, child, infant, and obstructed airway – required.
- Experience in medical front office procedures preferred.
- Bilingual Preferred

Environmental/Working Conditions:



Normal office environment. Occasional overtime may be required and/or hours may be shortened as business needs dictate. While performing the duties of this Job, the employee is regularly required to sit. The employee is occasionally required to use hands to finger, handle, or feel and talk or hear. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, skills and working conditions may change as needed.

Equal Opportunity Statement:

Via Care Community Health Center provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. Via Care Community Health Center complies with applicable state and local laws governing non-discrimination in employment in every location in which the organization has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Pay Grade Tiers and Benefits Details:

The qualifications outlined below differentiate the four tiers of pay and qualifications for a front desk representative. Tier placement and merit increases will be evaluated annually so long as minimum qualifications are achieved and the employee is in good



standing. Additional details on baseline qualifications and position summary for each tier can be found in the job description.

	Tier I	Tier II	Tier III	Tier IV
Base Hourly Rate	\$23.00	\$23.01-25.00	\$25.01-27.00	\$27.01+
Annual Salary (1.0 FTE)	\$47,840	\$47,860-52,000	\$52,020-56,160	\$56,180+
Minimum Experience/ Education	0–2 years of relevant experience	3-5 years of relevant experience	5-10 years of relevant experience	10+ years of relevant experience
Minimum Qualifications	<ul style="list-style-type: none"> • N/A 	<ul style="list-style-type: none"> • MA Certification 	<ul style="list-style-type: none"> • MA Certification • Phlebotomy Certification • MA Float 	<ul style="list-style-type: none"> • MA Certification • Vital/Lab/Imm/Vacc Knowledge • MA Float • Phlebotomy Certification

Employees are also eligible for standard Via Care fringe benefits, PTO, and 403(b) ER match. Time off and 403(b) ER match amounts are provided relative to years of service.

I have received, reviewed, and fully understand the job description for Medical Assistant. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any conditions as described.

Employee Name _____ Date _____

Employee Signature _____

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required by the position.