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EXAM ISSUED ON 8/13/18

GREENE COUNTY CIVIL SERVICE
411 Main Street, 3rd Floor, Catskill, NY 12414
518-719-3253 -- www.greenegov.com

Announces an
OPEN-COMPETITIVE EXAMINATION FOR

EXAM NO: 61493 – MEDICAL RECEPTIONIST

REFER TO GENERAL INFORMATION ON PAGE 2 BEFORE COMPLETING THE EXAM APPLICATION

LAST FILE DATE: SEPTEMBER 13, 2018
(Postmarked no later than 9/13/18)

EXAMINATION DATE: NOVEMBER 3, 2018

MEDICAL RECEPTIONIST: Currently, there is one vacancy within the Greene County Mental Health Department. The eligible list established as a result of this exam will also be used to fill future vacancies that may occur in any Greene County agencies.

SALARY: \$13.87 PER HOUR

RESIDENCY REQUIREMENTS: Candidates must be legal residents of Greene County for at least six (6) months immediately preceding the date of the examination.

NON-REFUNDABLE FILING FEE: A \$15.00 check or money order must be submitted with your application. **CASH NOT ACCEPTED**

MINIMUM QUALIFICATIONS (By the date of the exam):

Graduation from high school or possession of a high school equivalency diploma and two years of experience in a medical office or setting.*

*the following would be considered as a medical office or setting: medical doctor's office, hospital, out-patient clinic or office, laboratory, rehabilitation or out-patient service center, nursing home and dentist or chiropractor's office.

SPECIAL REQUIREMENT: If applicable to the position, possession of a valid New York State driver's license is required at the time of appointment and must be maintained throughout employment.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Acts as a receptionist to all visitors, clients and staff from other departments or agencies; Responsible for scheduling and the arrangement of appointments and/or cancellations of appointment via the Electronic Medical Record (EMR) System and running the New York State Immunization Information System (NYSIIS) reports and forwarding to the appropriate health care individual; Calls to remind clients of appointments, sends out preliminary paperwork as necessary and makes certain all required paperwork, is in the chart for the client's visit; Enters demographic, immunization records, insurance information and any other pertinent information into the EMR System; Initiates and/or prepares all paperwork for charts of new clients and revisiting clients, and pulls the pertinent information for the Nurse Practitioners, Nurses, Clinicians or Doctors; Reviews requests for information from other offices or referral sources with the Nurse Practitioners, Nurses, Clinicians or Doctors and once request is approved forwards the information to requesting agency; Answers telephone and provides information to the public of a general nature and makes referrals as necessary; Enters clients' pertinent information into a computer database; Prepares clinic visits records (CVR's) and scans documents pertinent to the patient accounts into their electronic medical records (EMR); Prepares and/or generates clinic fee sheets, clients' bills and statements, collects payments or co-pays and applicable fees, tracks insurances and authorizations; At the end of the day closes out the daily account sheet of payments for services rendered and payments on accounts to ensure that all cash on hand and receipts balances; Hands out and tracks prescription renewals for individuals who pick up prescriptions without an appointment; Prepares lists and reports for the appropriate authorities within the department; Copies and files charts and required paperwork as necessary; When employed by Public Health/Family Planning will be responsible for following: arrangement of appointments for clinics, STD services and Health People Partnerships clients, must be willing to hand out free birth control as requested by the visiting public and attending rabies and outside clinics.

SUBJECTS OF EXAMINATION: A written test designed to evaluate knowledge, skills and /or abilities in the following areas:

1. Name and number checking: These questions test for the ability to distinguish between sets of words, letters, and/or numbers that are almost exactly alike. Material is usually presented in two or three columns, and you will have to determine how the entry in the first column compares with the entry in the second column and possibly the third. You will be instructed to mark your answers according to a designated code provided in the directions.

2. Office record keeping: These questions test your ability to perform common office record keeping tasks. The test consists of two or more "sets" of questions, each set concerning a different problem. Typical record keeping problems might involve the organization or collation of data from several sources; scheduling; maintaining a record system using running balances; or completion of a table summarizing data using totals, subtotals, averages and percents. You should bring with you a hand-held battery- or solar-powered calculator for use on this test. You will not be permitted to use the calculator function of your cell phone.

3. Operations with Letters and Numbers: These questions test for skills and abilities in operations involving alphabetizing, comparing, checking and counting. The questions require you to follow the specific directions given for each question which may involve alphabetizing, comparing, checking and counting given groups of letters and/or numbers.

The New York State Department of Civil Service has not prepared a test guide for this examination. However, candidates may find information in the publication "How to take a written test" helpful in preparing for this test. This publication is available on line at: <https://www.cs.ny.gov/testing/testguides.cfm>

GENERAL INFORMATION ----- GREENE COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER
APPLICATIONS AND FORMS ARE AVAILABLE FROM THE OFFICE OR AT www.greenegov.com

1. **APPLICATIONS:** Mail to: Greene County Civil Service Commission, 411 Main St., Catskill, NY 12414, or at www.greenegov.com. Applications are accepted up to the last filing date indicated on announcement. This department does not make formal acknowledgment of the receipt of an application, or take responsibility for non-delivery of mail or postal delays. The Commissioners reserves the right to reject or accept applications after the advertised filing period. Read and compare your qualifications carefully with the minimum qualifications as outlined. Only apply for those exams for which you are qualified for. Resumes are not accepted as a substitution for indicating work experience on your application, but are accepted as an addition to your application. All experience is considered as paid work experience, **unless** specified under the minimum qualifications; volunteer experience, unpaid internship experience (if paid, verification must be provided) and education will not be accepted and/or substituted for experience in meeting the qualifications. **FAX & COPIES ARE NOT ACCEPTED—THE ORIGINAL SIGNATURE MUST APPEAR IN INK.**
2. **NON-REFUNDABLE FILING FEE & FEE WAIVER:** A \$15 fee is required for EACH exam you are applying for. A \$25 fee is required for the POLICE OFFICERS, DEPUTY SHERIFFS OR CORRECTIONS OFFICERS exams. The **fee** must accompany your application. **Do not send cash! A check or money order payable to Greene County Civil Service Commission is required.** Include the exam title and exam number on your check or money order. Fees may be waived per C.S. Law §50.5(b). In order to be eligible for the FEE WAIVER, the completed Fee Waiver form must be submitted with your exam application. A \$10 SERVICE CHARGE will be imposed on any checks returned to the Greene County Treasurer.
3. **TIME AND PLACE OF EXAM:** Accepted candidates will be notified by letter approximately two (2) weeks prior to the exam date when and where to appear for the exam.
4. **MULTIPLE EXAMINATIONS & CROSS FILERS SCHEDULED FOR THE SAME DAY:** If you have applied to take a written exam announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this written exam, you must notify each of the local jurisdictions no later than two weeks before the test date, so they can make arrangements for taking all exams at one exam site. All exams for positions in State government will be held at a State exam center. When taking both **State and Local** government exams, you are required to take all exams at the **STATE** exam site. For Greene County call **(518) 719-3253**, or obtain the cross filer form from our website or write to the above address no later than **two (2) weeks** prior to the date of the exams.
5. **SPECIAL EXAM ARRANGEMENTS & RELIGIOUS ACCOMMODATIONS:** If you require particular accommodations or special testing arrangements as a person with a disability or alternate test date candidate (in accordance with alternate test date policy) clearly indicate this on your Application and the required form must accompany the application. For religious accommodation, most written exams are held on Saturdays. If you cannot take the test on the announced test date due to a conflict with a religious observance or practice, please check the box under #5 "RELIGIOUS ACCOMMODATION." We will make arrangements for you to take the exam on a different date, usually the following Monday.
6. **AGE REQUIREMENT:** Unless otherwise specified in the exam announcement, there are no age restrictions. However, there may be statutory restrictions on your employment if you are under 18 or over 70 years of age.
7. **RESIDENCY REQUIREMENT:** Unless otherwise specified in the exam announcement, candidates in all open competitive exams must at the time of the exam, have been legal residents for at least six (6) months of the political subdivision in which they seek appointment.
8. **VETERANS' CREDIT:** Disabled and non-disabled veterans who establish their eligibility for additional credits and are successful in the exam are entitled to have 10 and 5 points respectively (5 and 2 ½ points of credits in the case of promotion exams), added to their earned scores provided they have not used such credits to obtain permanent appointment or promotion. You will be allowed the option of waiving these credits after the completion of the exam. Effective 1/1/98 the State Constitution was amended to permit a candidate currently in the armed forces to apply for and be conditionally granted veteran's credit in exams. Any candidate who applies for such credit must provide proof of military status to receive the conditional credit. No credit may be granted after the establishment of the list. **IT IS THE RESPONSIBILITY OF THE CANDIDATE TO PROVIDE APPROPRIATE DOCUMENTARY PROOF TO THIS OFFICE** indicating that the service was in time of war, as defined in Sec. 85 of C. S. Law and that the candidate received an honorable discharge or was released under honorable conditions in order to be certified at a score including veterans' credit. An appropriate application form may be obtained at the Civil Service Office. **FAILURE TO PROVIDE PROOF PRIOR TO ESTABLISHMENT OF THE ELIGIBLE LIST WILL RESULT IN NO ADDITIONAL CREDIT BEING GRANTED.**
9. **ADDITIONAL SERVICE CREDIT FOR CHILDREN OF FIREFIGHTERS AND POLICE OFFICERS KILLED IN THE LINE OF DUTY:** In conformance with Section 85-a of the C.S. Law children of firefighters and police officers killed in the line of duty shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and is a child of a firefighter or police officer killed in the line of duty in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.
10. **TRANSCRIPTS & COLLEGE DEGREES:** Whenever college transcripts or diplomas are requested, they should be submitted with the application for the exam or as soon as possible thereafter before the examination. For further details contact this office.
11. **RATING & REVIEW:** The passing grade is 70. Unless the announcement states otherwise, this examination is being prepared and rated by the NYS Civil Service in accordance with Section 23.2 of the NYS C.S. Law. The provisions of the NYS C.S. Rules and Regulations dealing with the preparation and rating of written exams will apply to this exam.
12. **TRAINING AND EXPERIENCE:** Training and experience will not be a subject of the exam unless specified on the front of the announcement. If a subject of the exam, training and experience may not be rated if all passing candidates are expected to be immediately reachable for appointment. If rated, training and experience will be based on the statements in your application which are subject to verification.
13. **ELIGIBLE LIST:** Eligible lists will be established on the basis of passing grades received by the candidates in the competitive portions of the exam. Lists are established for duration of one year unless further extended. The resulting eligible list will be used to fill appropriate vacancies as they occur. Lists resulting from promotion examinations are certified first.
14. **SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES:** Per Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES involving direct contact with students, a clearance for employment from the State Education Department is required.
15. **FOR POSITIONS REQUIRING CRIMINAL BACKGROUND INVESTIGATION & FINGERPRINTING:** Applicants may be required to undergo a state and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification. Fingerprints to be used in performing the background checks would be collected from applicants pursuant to regulations promulgated by the DCJS, which will perform the State background check. DCJS will also submit the fingerprints to the FBI for the completion of the national background check. Individuals found to have criminal histories that bar their appointment to the position sought would then be disqualified by the municipal civil service agency pursuant to Section 50(4) of the Civil Service Law. As mentioned above, this Chapter applies to applicants or eligibles for original appointment to positions in the classified service. Current employees, transfer candidates, individuals reinstated from preferred lists pursuant to Section 81 of the Civil Service Law and applicants for promotion exams or current eligible's on promotion eligible lists are specifically exempted from the provisions of this Chapter. This act took effect July 22, 2003.
16. **CALCULATORS:** **Unless otherwise notified**, candidates are permitted to use quiet, hand-held, solar or battery powered calculators. **The calculator function on cell phones** and devices with typewriter keyboards, spell checkers, personal digital assistants, address books, language translators, dictionaries or any similar devices are prohibited. You may not bring reference materials unless notified to do so.
17. **WEATHER:** Listen to your local TV & Radio Stations, (WNYT, WRGB, WTEN, WXXA & 98.5 THE CAT, OLDIES 93.5, 1230 WHUC, 810 WGY, 107.7 WGNA)
18. **EMERGENCIES (OTHER THAN WEATHER):** If any emergency prevents you from appearing for the exam please notify this office no later than 10:00 AM on the Monday following the test date. (Tuesday, if Monday is a holiday) providing verifiable documentation of the reason.

NOTE: As a condition of employment only within Greene County Departments candidates receiving a conditional offer of employment must Successfully pass a drug screen, failure to meet the above standards may result in disqualification.