

**Classification Title: Consumer Records Manager**

FLSA Status: Non-Exempt

**BRIEF DESCRIPTION:** Maintains consumer records on clients, ensuring all HIPAA regulations and privacy issues are followed. Releases information as appropriate and communicates with departments and agencies regarding billing issues, requests for records, grievances and general information questions. Provides technical assistance to any contracted agencies providing services.

**ESSENTIAL FUNCTIONS:**

*This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.*

| S Sedentary   | L Light  | M Medium  | H Heavy   | V Very Heavy   |
|---|--|---|---|--|
| Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time. | Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree. | Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly. | Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly. | Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly. |

| # | Code | Essential Functions  |
|---|------|--|
| 1 | L    | Oversees referrals and requests for information. Prepares release forms, obtains signatures, provides the documents and maintains records of work performed. Ensures all compliance with current privacy laws. |
| 2 | S    | Identifies deficiencies in documentation prior to recording and/or filing. Returns information and/or charts to the appropriate storage area.  |
| 3 | S    | Files records with the appropriate agency, if warranted, and maintains data on records storage. Answers questions concerning records and completion of forms.  |
| 4 | S    | Provides information to new employees regarding recordkeeping storage and requirements. Provides procedures manuals and department policies to new employees.  |

**CLASSIFICATION REQUIREMENTS:**

| CLASSIFICATION REQUIREMENTS                 |   |
|---|---|
| Education                                   | Associate's degree in Business Administration or related field. |
| Experience                                  | Three years of experience in records management.                |
| Equivalent Education & Experience Accepted? | Yes   |
| Certification and Other Requirements        | None  |
| Reading                                     | Intermediate  |
| Math  | Intermediate  |

| CLASSIFICATION REQUIREMENTS            |   |
|--|---|
| Writing                                | Intermediate  |
| Managerial                             | Receives Limited Direction.   |
| Budget Responsibility                  | Prepares documents and does research to justify language used in documents for a department. May recommend budget allocations.  |
| Supervisory / Organizational Control   | Work requires supervising and monitoring performance for a regular group of employees or a work unit including providing input on hiring/disciplinary actions and work objectives/effectiveness and realigning work as needed.  |
| Interpersonal / Human Relations Skills | Work requires very frequent and regular contact with others in a direct reporting relationship as well as others outside of a direct reporting relationship. The purpose of the contact is broad reaching and dynamic and may include the communication of specific issues and/or general policies. Interaction with others outside of the department requires exercising participative management and negotiation skills that support County strategy and organizational goals. Work also requires the communication with direct reports to ensure maximum productivity in work assignments. Makes presentations and answers questions with regard to presentation materials and findings. |

**OVERALL PHYSICAL STRENGTH DEMANDS:**

| Sedentary   | Light  | X | Medium  | Heavy   | Very Heavy   |
|---|--|---|---|---|--|
| Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time. | Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree. |   | Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly. | Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly. | Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly. |

**MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:**

Copiers, microfilm machines, fax machines computers, printers and related software

| PRIMARY WORK LOCATION                   |                     |
|---|---------------------|
| X Office Environment                    | Shop                |
| Clinic                                  | Vehicle             |
| Recreation Centers/Neighborhood Centers | Warehouse           |
| Outdoors (see 1 below)                  | Other (see 2 below) |

(1) N/A

(2) N/A

**PROTECTIVE EQUIPMENT REQUIRED:**

None.