

**CLASS TITLE: HEALTH SERVICES REGULATION LICENSING AIDE**

Class Code: 02464400

Pay Grade: 16A

EO: F

**CLASS DEFINITION:**

**GENERAL STATEMENT OF DUTIES:** To assist a superior in processing complaints and preparing correspondence involving health services licenses, complainants, attorneys, and other state and federal agencies; to be responsible for reviewing and processing applications for licensure in health-related professions, occupations; to create and maintain investigatory case files, documents, and related confidential and case-sensitive duties in an assigned area of responsibility; to be responsible for the maintenance of licensure and other related records in both manual and computerized file systems; to prepare and edit general correspondence, forms, spreadsheets, and related documents by utilizing various software applications and equipment; to relieve a supervisor of administrative detail, correspondence and other routine matters; to interact with the public on an ongoing basis; and to do related work as required.

**SUPERVISION RECEIVED:** Works under the supervision of a superior in accordance with defined policies and procedures and with some latitude for discretionary decisions; work is generally in final form when completed and is subject to review for conformity with established procedures.

**SUPERVISION EXERCISED:** May be required to supervise clerical or other personnel assigned to assist.

**ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:**

To assist a superior in processing complaints and preparing correspondence involving health services licenses, complainants, attorneys, and other state and federal agencies.

To be responsible for reviewing and processing applications for licensure in health-related professions, occupations.

To create and maintain investigatory case files, documents and related confidential and case-sensitive duties in an assigned area of responsibility.

To be responsible for the maintenance of licensure and other related records in both manual and computerized file systems.

To prepare and edit general correspondence, forms, spreadsheets, and related documents by utilizing various software applications and equipment.

To relieve a supervisor of administrative details and other routine matters.

To interact with the public on an ongoing basis.

To be responsible on a regular basis for the preparation of licenses and other sensitive documents requiring auditing control.

To receive and process applicable fees and documents pertaining to licensure transactions.

To effectively and efficiently respond to mail, telephone and personal inquiries from consumers, governmental agencies and interested parties requesting information concerning entities regulated by the department, and to provide courteous and efficient customer service over the phone, by email and in person.

To explain applicable regulatory laws and agency regulations to applicants, licensees, consumers and other interested parties.

To assist in the scheduling and administration of professional licensure qualifying examinations to include proctoring candidates undergoing written or practical examinations.

To provide the public with accurate and detailed information on the qualifications and requirements for licensure in regulated professions, compliant procedures, etc.

To review and verify documentation, including for interstate certification under reciprocal licensing agreements.

To participate in the preparation of rules and regulations, applications and other forms by the transcription of notes and draft documents provided by superiors.

To process purchase orders, requisitions and related documents and to maintain appropriate records.

As directed, to assist in the orientation and training of employees.

To do related work as required.

**REQUIRED QUALIFICATIONS FOR APPOINTMENT:**

**KNOWLEDGE, SKILLS AND CAPACITIES:** A working knowledge of the applicable statutes, rules and regulations pertaining to the licensure of health service providers; the ability to apply such knowledge in the context of a computerized

licensing systems including the preparation of required documentation and the operation of related equipment and peripherals; oral and written communication skills; the ability to maintain confidently of records and information; the ability to properly manage and maintain physical and electronic records; the ability to operate office equipment, computer software and hardware; the ability to take initiative in identifying problems and working creatively to solve them; a thorough working knowledge of office administrative practices and computer database systems; the ability to work independently on difficult or relatively complex tasks; the ability to interact professionally and courteously with the public and licensees; the ability to effectively communicate and maintain effective relationships with associates or with the public; and related capacities and abilities.

**EDUCATION AND EXPERIENCE:**

Education: Graduation from a senior high school including or supplemented by courses in typing and business practices; and

Experience: Employment in a clerical or paraprofessional position involving the exercise of independent judgement in the review and preparation of documents and the processing of various transactions.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Created: November 19, 2000

Class Created: February 17, 2019