CONTRA COSTA COUNTY
HEALTH SERVICES DEPARTMENT
Personnel Services • 1320 Arnold Drive • Martinez, CA 94553-6537
(925) 957 - 5240 • TTY or TDD (800) 735 - 2929
24-hour Job Hotline (925) 335 - 1700
www.cchealth.org/jobs

“Your Employer of Choice.”
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FINAL FILING DATE: November 17, 2014

ORAL INTERVIEW: To Be Announced

PATIENT FINANCIAL SERVICES SUPERVISOR
Monthly Salary Range $4,369 - $5,311

THE POSITION

The Contra Costa County Health Services Department is recruiting individuals to fill one (1) Patient Financial Services Supervisor position located at the Financial Counseling Unit in Martinez, CA.

Under the direction of the Patient Financial Services Manager, this position plans, organizes and supervises Patient Financial Services Specialist, and clerical support staff at the Contra Costa Regional Medical Center, and its health centers, or Mental Health Administration.

The Patient Financial Services Supervisor will plan, delegate and review work, develop work schedules; conduct performance evaluations; make recommendation on work activities to the Patient Financial Services Manager; develop and implement new procedures; provide employee training; and may occasionally perform the work of Patient Financial Services Specialist as needed. The incumbent hired into the position will interact with other managers and supervisors to discuss sources of reimbursement, resolve conflicts, establish and/or clarify policies and procedures, and exchange information and sources.

The eligible list established from this recruitment may remain in effect for six (6) months.

MINIMUM QUALIFICATIONS

License Required: Candidates must possess a valid California Motor Vehicle Operator's license. Out of state valid motor vehicle operator/s license will be accepted during the application process.

Education: Possession of a high school diploma or G.E.D. equivalency, or high school proficiency certificate.

Experience: Eighteen months (18) of full-time experience, or its equivalent, as a supervisor in a health care service agency or in a health care insurance program; or 2) Three years of full-time, or its equivalent, experience in public contact in a health service agency which involved processing financial or personal history documents and interpreting applicable law, rules or regulations.

Other Requirements: A background investigation/fingerprint and/or physical exam may be required prior to the start of employment.

A completed Supplemental Questionnaire is required.

SELECTION PROCESS

1. Application Filing: All applicants, including County employees, are to apply on-line at www.cccounty.us/hr, and submit the required information as indicated on the job announcement by the final filing date listed above. All applicants must clearly demonstrate that they meet the minimum qualifications provided on the job announcement. Resumes may not be substituted for the official County application. Paper, faxed, or late applications WILL NOT be accepted. To view the typical tasks, knowledge, skills, and abilities associated with this position, please visit our website to see the detailed job description. Please see additional locations to apply on the reverse side of this announcement.

2. Application Evaluation: Depending on the number of applications received, an Application Evaluation Board may be convened to evaluate and select the best-qualified candidates for invitation to the next phase of the examination.

3. Oral Interview: An oral interview will be conducted by a Qualifications Appraisal Board in Martinez, CA. The Board will evaluate candidates in job-related areas. Candidates must receive a rating of at least 70 from a majority of the Board members to be ranked on the employment list. (Weighted 100%)

The Human Resources Department may change the examination steps noted above in accordance with the Personnel Management Regulations and accepted selection practices.

OPEN ONLY: 11/3/14 - MC

PATIENT FINANCIAL SERVICES SUPERVISOR

Exam Number: V9HE-2014A

AN EQUAL OPPORTUNITY EMPLOYER

It is the policy of Contra Costa County to consider all applicants for employment without regard to race, color, religion (including religious dress and grooming practices), sex (including pregnancy, childbirth, breastfeeding, and related medical conditions), national origin (including language restrictions), ethnicity, age (over 40), disability (including physical or mental disabilities, HIV, and AIDS), sexual orientation, gender, gender identity, gender expression, marital status, ancestry, medical condition (including genetic characteristics, cancer, and a record or history of cancer), genetic information, military or veteran status.
Contra Costa County

Contra Costa County was incorporated in 1850 as one of the original 27 counties of the State of California. It is one of nine counties in the San Francisco-Oakland Bay Area and covers approximately 733 square miles. The County has one of the State’s most heterogeneous populations, rich in ethnic, cultural and socioeconomic diversity. With a current population slightly in excess of 1,000,000, Contra Costa County is the ninth most populous county in California. The City of Martinez is the County seat.

Contra Costa County includes varied urban, suburban, industrial, agricultural and port areas and contains 19 incorporated cities. A large part of the County is served by the San Francisco Bay Area Rapid Transit District (BART) which has helped to enable significant residential and commercial development. Prestigious public and private academic institutions, including Stanford University, University of California at Berkeley, University of San Francisco, University of the Pacific, and various California State University campuses, are within driving distance from the County seat of Martinez.

Contra Costa County employs more than 9,000 individuals and provides a full range of services through 25 County Departments divided into service areas such as: Public Protection, General Government, Health and Human Services, Growth Management, Special Districts and Authorities. Our employees are what make Contra Costa County a great place to work and we invite your interest in joining our team!

EMPLOYMENT INFORMATION

WHO MAY APPLY: Applicants must clearly demonstrate that they meet the minimum requirements provided on the front of the job announcement by submitting a complete employment application by the final filing date. The job announcement may require that a supplemental questionnaire be filed along with the employment application. The job announcement may also require the presentation of an official college transcript or copy of a license. United States citizenship is not required unless specifically listed under the minimum qualifications. Individuals offered employment by Contra Costa County will be required to show documentation as proof of identity and eligibility to work in the United States as a condition of employment.

HOW TO APPLY: All applicants, including County employees, are to apply on-line at www.cccounty.us/hr and submit the required information as indicated on the job announcement. Resumes are encouraged but may not be substituted for the official application. It is the applicant’s responsibility to meet final filing deadlines noted on the job announcement and late applications will be disqualified. If you do not have access to a personal computer, you can apply on-line at any of the 26 community libraries located throughout Contra Costa County. To access community library locations and hours of operation, or to reserve a computer with a library card, please contact the Contra Costa County Library at 1(800) 584-4636 or http://libonline.ccclib.org/mainpageNew.htm, or the Richmond Public Library at 1(510) 620-6561.

REASONABLE ACCOMMODATIONS: Contra Costa County is committed to providing reasonable accommodation to applicants as required by the Americans with Disabilities Act (ADA) and the Fair Employment and Housing Act (FEHA). Contra Costa County requires applicants to provide supporting documentation to substantiate a request for reasonable accommodation. In order to qualify for a reasonable accommodation, applicants must have a disability/medical condition pursuant to the ADA, FEHA or other applicable statute. Qualified individuals with disabilities who need a reasonable accommodation during the application or selection process may contact the Human Resources Department prior to the final filing date. The California Relay Service (CRS) is available for individuals with hearing and/or speech impairments. To relay a message from a Text Telephone (TTY) or Telecommunications Device for the Deaf (TDD), please call 711 or 1(800)735-2929.

CONTRA COSTA COUNTY
HUMAN RESOURCES DEPARTMENT
651 Pine Street, 2nd Floor
Martinez, CA 94553-1292

VETERANS’ PREFERENCE CREDITS: Veterans participating in open examinations who have received an honorable discharge and/or are disabled may be allowed an additional 5% of their total earned score (provided the exam is otherwise successfully completed). To obtain this credit, veterans must provide a DD214, which indicates honorable discharge, and if applicable, proof of disability, with each application before the final filing date.

SENIORITY CREDITS: Employees participating in promotional examinations for represented classifications may be allowed up to an additional 5% of their total earned score (provided the exam is otherwise successfully completed).

HIRING PROCEDURES: Appointment to positions in the Merit System shall be by competitive examination. The Human Resources Department is responsible for administering and coordinating recruitment, developing examinations, administering and scoring examinations, and generating eligible lists for use by hiring departments throughout the County.

PRE-EMPLOYMENT PROCESS: Candidates under final consideration for employment with the County may be required to undergo an employment background / reference check that may include, but is not limited to: employment history, confirmation of educational credentials and degrees, licenses including driver’s license, registrations, certificates, and other credentials as part of the appointment process. Some positions, depending on the nature of the work, may require a criminal background investigation, including fingerprinting, a credit check, and a pre-employment physical exam, including a drug/alcohol test.

BENEFITS & APPLICANT INFO

CONTRA COSTA COUNTY

BENEFITS: Contra Costa County offers a wide range of competitive benefit options to meet the needs of our diverse workforce and their families. These benefits include but are not limited to:

For your Health & Wellness Benefits:
• Medical – HMO & PPO Insurance
• Dental – PPO & DHMO Insurance
• Basic Life Insurance
• Supplemental Life Insurance
(with optional dependent coverage)

For your Financial Future:
• Short-term Disability Insurance
• Long-Term Disability Insurance
• Retirement Plan – (Defined Benefit Pension Plan and Social Security)

For your Work/Life Balance:
• Paid Holidays
• Vacation Accrual
• Sick Leave Accrual

This information is intended to provide a general summary of benefits available to employees, is subject to change, and is not legally binding. Eligibility is determined by Contra Costa County and offerings may vary by Memoranda of Understanding (MOU) between the County and the employee organization/union representing the employee’s job classification or Management Resolutions.

EMPLOYEE BENEFITS

For your Health & Wellness Benefits:
• Health Care Spending Account
• Dental – PPO & DHMO Insurance
• Basic Life Insurance
• Supplemental Life Insurance
(with optional dependent coverage)

For your Financial Future:
• Short-term Disability Insurance
• Long-Term Disability Insurance
• Retirement Plan – (Defined Benefit Pension Plan and Social Security)

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