

County of Santa Cruz

INVITES YOU TO APPLY FOR:



MEDICAL ASSISTANT

Bilingual (English/Spanish) Candidates
Encouraged to Apply

Supplemental Questionnaire Required

Open and Promotional
Job # 25-NW7

Salary: \$5,060 – 6,403 / Month

Closing Date: Friday, January 31, 2025

County Equity Statement

Equity in action in Santa Cruz County is a transformative process that embraces individuals of every status, providing unwavering support, dignity, and compassion.

Through this commitment, the County ensures intentional opportunities and access, fostering an environment where everyone can thrive and belong.

THE JOB: Incumbents provide direct patient care and technical support services to physicians and other licensed medical professionals. Medical Assistants keep records and documentation of all patient interactions and encounters. Incumbents also aid and support the provider during patient procedures and examinations. Incumbents may be prioritized for front desk support, including scheduling, phones, medical records, etc. **Open positions are in either our Santa Cruz or Watsonville primary care clinic locations.**

THE REQUIREMENTS: Any combination of education and experience that would provide the required knowledge and abilities is qualifying, unless otherwise specified. A typical way to obtain the knowledge and abilities would be completion of medical assistant training pursuant to standards established by the Division of Allied Health Professionals Business and Professions Code of the Medical Practice Act, Medical Board of California.

SPECIAL REQUIREMENTS: Possession of a valid California Class C Driver License or the ability to provide suitable transportation which is approved by the appointing authority. Professional Certified Medical Assistant Certificate issued by 1) American Association of Medical Assistants, 2) The American Medical Technologists, 3) California Certifying Board of Medical Assistants, 4) Multiskilled Medical Certification Institute, Inc., or 5) National Healthcareer Association.

Background Investigation: Fingerprinting and background investigation.



Include certificate title, number, issuing agency and expiration date on application.

A copy of the applicant's Medical Assistant certificate must be received by the final filing date in the Personnel Department to continue through the recruitment process. Mail/bring a copy of the certification to: Santa Cruz County Personnel Department, 701 Ocean Street, Room 510, Santa Cruz, CA 95060, fax to (831) 454-2241, or email to Personnel@santacruzcounty.us.

Other Special Requirements: In accordance with the Medical Practice Act of the Business and Professions Code, incumbents must be at least 18 years of age. Physical stamina and mobility to walk, stand, stoop, reach, bend, and lift for long periods of time to treat patients.

Special Working Conditions: Exposure to allergens such as latex and soaps from frequent hand washing; crying hysterical children and potentially hostile clients; airborne and blood borne infections which might cause chronic disease or death; odors such as unwashed clients, vomit, feces, urine and draining abscesses, and fumes from cleaning supplies and solvents.

Knowledge: Thorough knowledge of the use of measuring instruments; English grammar, spelling and punctuation; medical terminology; safety precautions necessary to move and position patients; drug and medication interaction and counter indication when administering injections and/or oral and inhaled substances; safety procedures when using specialized medical equipment; and universal precautions. Working knowledge of rules and procedures of sanitation and safety as applied to disinfecting of examination rooms and medical equipment and disposal of contaminated waste, and scope of responsibilities and treatment techniques within the required certification.

Ability to: Administer medication using proper clinical techniques; accurately operate medical equipment; assist medical providers and patients in course of medical examinations; draw blood samples using proper clinical techniques; interact with patients and providers in a professional manner; handle needles, syringes and contaminated materials using established universal precaution; use and operate cast cutter; understand and follow verbal and written instructions; accurately record and keep legible records and documentation; adjust work pace to changes in work flow and assignments; support or restrain patients as needed; push patients in wheelchairs, or push medical equipment, supplies, and medical records through clinical unit on supply carts; convert measurements and readings; write instructions/directions for patients, providers and/or staff; disinfect examination rooms and medical equipment; move/ambulate and position patients; establish and provide a sympathetic atmosphere with injured and ill patients from diverse social and cultural backgrounds; establish and maintain cooperative working relationships with those contacted in the course of work; recognize and evaluate situations which call for the immediate attention of a physician, physician's assistant/nurse practitioner or other nursing staff; deal effectively with manipulative, hostile and sociopathic behavior; and maintain confidentiality of information.

THE EXAMINATION: Your application and supplemental questionnaire will be reviewed to determine if you have met the education, experience, training and/or licensing requirements as stated on the job announcement. If you meet these criteria and are one of the best qualified, you may be required to compete in any combination of written, oral and/or performance examinations or a competitive evaluation of training and experience as described on your application and supplemental questionnaire. You must pass all components of the examination to be placed on the eligible list. The examination may be eliminated if there are ten or fewer qualified applicants. If the eligible list is established without the administration of the announced examination, the life of the eligible list will be six months and your overall score will be based upon an evaluation of your application and supplemental questionnaire. If during those six months it is necessary to administer another examination for this job class, you will be invited to take the examination to remain on the eligible list.

HOW TO APPLY: Apply online at www.santacruzcountyjobs.com or mail/bring an application and supplemental questionnaire to: Santa Cruz County Personnel Department, 701 Ocean Street, Room 510, Santa Cruz, CA 95060. For information, call (831) 454-2600. Hearing Impaired TDD/TTY: 711. Applications will meet the final filing date if received: 1) in the Personnel Department by 5:00 p.m. on the final filing date, 2) submitted online before midnight of the final filing date.

Women, and people of color, and people with disabilities are encouraged to apply. If you have a disability that requires test accommodation, please call (831) 454-2600.

To comply with the 1986 Immigration Reform and Control Act, Santa Cruz County verifies that all new employees are either U.S. citizens or persons authorized to work in the U.S.

MEDICAL ASSISTANT - SUPPLEMENTAL QUESTIONNAIRE

The supplemental questions are designed specifically for this recruitment. A response to these questions must accompany the regular application to be considered for this position. Applications received without the required supplemental information will be screened out of the selection process.

NOTE: Please answer the question(s) below as completely and thoroughly as possible, as your answer(s) may be used to assess your qualifications for movement to the next step in the recruitment process.

1. Do you possess a Medical Assistant Certification from any of the following entities? **No** **Yes**
If yes, please check the appropriate box below and fax or email a copy of your Certification to (831) 454-2241 or Personnel@santacruzcounty.us

- American Association of Medical Assistants
- The American Medical Technologists
- California Medical Assistants Association - Must have clinical medical asst. certification (CCMA-CA or CCMA-C)
- Multiskilled Medical Certification Institute
- National Healthcareer Association

2. Please check the appropriate box(es) if you possess any of the following experience. Select all that apply.

- Experience working with electronic medical records
- Less than 6 months of front office experience at a clinic as a medical assistant
- At least 6 months of front office experience at a clinic as a medical assistant

3. Please check the appropriate box(es) if you possess any of the following experience:

- Less than 6 months of professional medical assistant experience with direct patient care
- At least 6 months of professional medical assistant experience with direct patient care
- 1-5 years of professional medical assistant experience with direct patient care
- 5+ years of professional medical assistant experience with direct patient care

EMPLOYEE BENEFITS:

ANNUAL LEAVE – 22 days first year, increasing to 37 days after 15 years of service. Available for vacation and/or sick leave.

HOLIDAYS – 14 paid holidays per year.

BEREAVEMENT LEAVE – 3 days paid in California, 5 days paid out-of-state.

MEDICAL PLAN – The County contracts with CalPERS for a variety of medical plans. For most plans, County contributions pay a majority of the premiums for employees and eligible dependents.

DENTAL PLAN – County pays for employee and eligible dependent coverage.

VISION PLAN – County pays for employee coverage. Employee may purchase eligible dependent coverage.

RETIREMENT – Pension formula 2% at age 60 or 2% at age 62 as determined based on provisions of the CA Public Employees’ Pension Reform Act of 2013(PEPRA). Pension benefit is determined by final average compensation of three years. County participates in Social Security.

LIFE INSURANCE – County paid \$20,000 term policy. Employee may purchase additional life insurance.

DISABILITY INSURANCE – Employees in the General Representation Unit participate in the State Disability Insurance (SDI) program. This program is funded 100% by employee payroll deductions.

DEPENDENT-CARE PLAN – Employees who make contributions for child or dependent care may elect to have their contributions made utilizing “pre-tax dollars.”

H-CARE PLAN – Employees who pay a County medical premium may elect this pre-tax program.

HEALTH CARE FLEXIBLE SPENDING ALLOWANCE (HCFSA) – Employees may elect this pre-tax program to cover qualifying health care expenses.

DEFERRED COMPENSATION – A deferred compensation plan is available to employees.

Note: Provisions of this bulletin do not constitute an expressed or implied contract.