



## STUDENT HEALTH SERVICES TECHNICIAN II

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| <b>Classification:</b>         | Classified       |
| <b>Salary Range:</b>           | 28               |
| <b>Retirement Type:</b>        | PERS*            |
| <b>Board Approved/Revised:</b> | January 21, 2026 |

### BASIC FUNCTION:

The Student Health Services Technician performs a variety of specialized and complex technical duties associated with the Student Health Center and Center for Well-Being operations including student registration, appointment scheduling, and first-line emergency and healthcare assistance as needed. This position receives general direction from the supervisor overseeing Student Health Services.

### DISTINGUISHING CHARACTERISTICS:

The Student Health Services Technician II is distinguished from the Student Health Services Technician classification by its greater scope of responsibility, technical complexity, and level of independence. The Level II serves as a higher-level technical specialist who resolves non-routine issues, supports reimbursement billing processes (i.e., Medi-Cal), and assists with specialized data management within electronic health record systems.

### SUPERVISION:

Receives general supervision from an assigned administrator or designee. May provide functional guidance to other staff and student workers as needed.

### REPRESENTATIVE DUTIES:

Assists in resolving non-routine or complex technical problems related to Student Health Services (SHS) policies or procedures. Handles specialized SHS activities and projects (e.g. initiation/completion and submission/re-submission of FamPACT, CYBHI, or other Medi-Cal program reimbursement billing forms.)

Acknowledges and greets students and other individuals visiting the Health Center or the Center for Well-Being. Efficiently determines the nature of each visitor's needs, initiating the appropriate course of action while maintaining a welcoming and professional demeanor. Provides clear explanations of office, clinic, and Center procedures, ensuring that visitors are fully aware of necessary steps, timelines, and requirements for services. Reviews "Notice of Privacy Policy" with all Health Center visitors to ensure compliance with relevant privacy laws.

Alerts clinical staff of patient's arrival and other patient needs as appropriate. Addresses and de-escalates student crisis situations using established clinical protocols. Ensures appropriate health and safety interventions are initiated. Maintains high-risk alert lists and psychological counseling wait lists in conjunction with supervisor or in consultation with licensed clinical staff. Serves as an essential liaison between SHS and other campus departments, such as Campus Police, Special Resource Center, Office of Workplace Safety and Risk Management, and the Warrior Safety Network, to exchange legally permissible health, safety and well-being information.

Schedules, confirms, and reschedules appointment. Ensures appointments remain timely, accurate, and align with clinician availability. Works closely with students, clinical staff, and supervisor to communicate scheduling needs and maintain appropriate workflows. Screens and prioritizes incoming calls and responds to inquiries or requests for information in a HIPAA-compliant manner. Documents accurate messages and transfers calls in a timely manner to

clinical staff or supervisor, as appropriate.

Registers new and continuing students for health services. Screens students for healthcare reimbursement eligibility (i.e., Medi-Cal.) Collects relevant physical and mental health registration information. Ensures patient and emergency contact information is complete and accurate. Verifies eligibility for services and updates electronic health records and relevant online portals. Provides community referrals as appropriate for individuals ineligible to access Student Health Services.

Maintains databases and confidential electronic health records in centralized computer systems in accordance with established procedures. Scans and indexes intricate documents in a standard format for accurate filing and retrieval. Provides technical assistance and support when internal systems require updating or upgrading.

Assists with specialized healthcare reimbursement billing requests, judicial subpoenas and patient requests for duplication or transfer of medical/psychological records in accordance with established policies and procedures. Maintains compliance with local, state, and federal regulations. Ensures patient's privacy in accordance with FERPA/HIPAA regulations.

Tracks and monitors budget expenditures. Assists in budget preparations by gathering data as required. Responds to inquiries regarding financial issues.

Initiates purchase orders and work orders. Purchases and maintains inventory of office supplies. Tracks orders to ensure delivery and payment. Maintains functioning office equipment. Submits documents according to established procedures.

May provide guidance and direction to student workers and other personnel as assigned.

Maintains compliance with online coursework and other mandatory trainings and certifications (i.e., FERPA, HIPAA, CPR/First Aid, etc.) as directed by supervisor.

Serves as a Campus Security Authority (CSA) for Clery Act reporting requirements. Maintains up- to-date certification for CSA status.

Knowledge of and ability to perform duties of a Student Health Services Technician I.

Performs other related duties as assigned or requested.

## **OTHER QUALIFICATIONS:**

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### Knowledge/Areas of Expertise:

- Expertise working in a health service/medical office administrative role or environment.
- Knowledge of District organization, operations, policies, and objectives.
- Knowledge of applicable Medi-Cal reimbursement billing and portal.
- Knowledge of applicable sections of Education Code and other applicable legislation.
- Knowledge of medical office practices and medical terminology.
- Knowledge of computer databases and electronic medical/health recordkeeping systems.
- Knowledge of various computer software applications.
- Knowledge of correct English usage, grammar, spelling, punctuation, and vocabulary.
- Knowledge of appropriate standard precautions and related safety procedures when exposed to biohazardous substances.

### Abilities/Skills:

- Skilled at basic research techniques, methods, and procedures.
- Skilled at record-keeping.
- Skilled at establishing and maintaining accurate filing systems and records.
- Skilled at organizing work and setting priorities.
- Skilled at exercising tact and diplomacy at all times.
- Skilled at using computers to input, edit, and extract data and information.

- Ability to follow departmental procedures, District policies, and other regulatory requirements. Ability to learn and apply emerging technologies and advances to perform duties in an efficient, organized and timely manner.
- Ability to respond calmly in emergency situations as an initial point of contact and determine an effective course of action according to established guidelines.
- Ability to communicate sensitive information with discretion, tact and accuracy.
- Ability to explain health office procedures and policies in a professional and respectful manner. Ability to maintain accurate files and retrieve information.
- Ability to work independently with little direction.
- Ability to produce clear and accurate reports and correspondence.
- Ability to maintain confidentiality of District files and records.
- Ability to meet schedules and deadlines, and to complete work efficiently with many interruptions. Ability to work cooperatively with students, staff, faculty, and visitors in a professional manner.

#### Licenses or Other Requirements

- FERPA (training provided)
- CPR/AED Certified (training provided)
- First Aid Certified (training provided)
- Blood Borne Pathogen Training (training provided)

### **EDUCATION AND EXPERIENCE:**

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High school diploma or G.E.D. equivalent.

Three (3) years of increasingly responsible clerical experience in a medical or health office setting.

### **WORKING CONDITIONS/PHYSICAL DEMANDS:**

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- Extended hours of sitting and talking in-person or by phone in an office setting. Repetitive use of hands, fingers, and reaching with hands and arms.
- Extended hours in front of a computer screen.
- Must be able to lift, carry, push, and/or pull up to 25 pounds.
- Potential exposure to communicable diseases, bodily fluids/spills, and contaminated products.

*\* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.*