

DATA COMMUNICATIONS COORDINATOR

DEPARTMENT: Tioga Co. Department of Mental Hygiene
CLASSIFICATION: Competitive
SALARY: CSEA - Salary Grade VI
ADOPTED: Revised 10/01; Tioga Co. Personnel & Civil Service

DISTINGUISHING FEATURES OF THE CLASS: The work involves coordinating and monitoring various computerized modules within a department. For the Department of Mental Hygiene the Client Management Information System (CIMS) software would be utilized. Incumbents perform technical operations with a computer in conformance with pre-programmed instructions. Work is performed under general supervision and leeway is allowed for use of independent judgment. Supervision over others is not normally a responsibility of this class. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Coordinates computerized client appointment scheduling module with billing and statistical modules within department's software;
- Reviews daily clinical appointment kept, canceled or failed which are entered into the system;
- Back-up posted payments received for services;
- Utilizes computer and related peripheral equipment to compile data for a variety of department statistical and accounting reports regarding client services, insurance and Medicaid / Medicare payments;
- Assists in developing new reports for department software;
- Controls and maintains printing jobs on high speed printer;
- Assists staff with P.C. software and hardware problems;
- Trains staff on modules of the department's system.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS: Good knowledge of office procedures and practices, working knowledge of data processing terminology and procedures, working knowledge of the use and operation of a computer and peripheral equipment associated with a computer; ability to trouble shoot computer hardware and software problems; ability to organize data; ability to follow oral and written instructions; accuracy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from a high school or possession of a high school equivalency diploma and **EITHER:**

- (a) Graduation from a regionally accredited or New York State registered college or university with a two year degree in secretarial science, accounting business management or closely related field and one (1) year of full- time work experience or its part-time equivalent involving a computer and its related peripheral equipment; **OR**
- (b) Two (2) years of full-time paid clerical office work experience or its part time equivalent, and one (1) year of full-time paid work experience or its part-time equivalent involving a computer and its related peripheral equipment; **OR**
- (c) An equivalent combination of training and experience as defined by the limits of (a) and (b).