



Department of County Management  
**MULTNOMAH COUNTY OREGON**

Central Human Resources  
Multnomah Building -- 501 SE Hawthorne, Suite 300  
Portland, Oregon 97214  
(503) 988-5015 Phone

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To: Robert Saum, NE Clinic Manager, Health department  
From: Olga Ward/Candace Busby, Classification and Compensation Unit (503/4)  
Date: August 26, 2010  
Subject: Reclassification Request # 1578 (2 new Office Assistant 2 positions)

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*Olga Ward*

We have completed our review of your request and the decision is outlined below.

**Request Information:**

Date Request Received: August 18, 2010

Position Number: TBD

Current Classification: n/a

Requested Classification: Office Assistant 2

Job Class Number: n/a

Job Class Number: 6001

Pay Grade: n/a

Pay Grade: 9

Request is: ☒ Approved as Requested  
☐ Approved - Revised  
☐ Denied

Effective Date: August 26, 2010

Allocated Classification: Office Assistant 2

Job Class Number: 6001

Pay Range: \$30,735.36 - \$37,751.04 Annually

Pay Grade: 9

This classification decision is subject to all applicable requirements stated in MC Personnel Rule 5-50 including the provision that Central HR may re-evaluate the classification decision up to one year from the date of issue to ensure duties and work are being carried out as originally described. Further, this allocation may require Board of County Commissioners' approval, and so this decision is considered preliminary until such approval is received.

**Position Information:**

☒ Vacant - see New/Vacant Section  
☐ Filled & incumbent reclassified - see Employee Information Section  
☐ Filled & incumbent not reclassified with position - see New/Vacant Section

**New/Vacant Position Information:**

If the position is vacant or incumbent not reclassified with position, position must be filled in accordance with the normal appointment procedures. If position is reclassified due to reorganization, a limited recruitment process may be conducted. Please consult with the Department Human Resources Unit for assistance.

**Reason for Classification Decision:**

These two new bilingual Spanish positions are part of a new patient care team. Their purpose is to serve as the first point of contact for the clients and visitors of the Northeast Health Clinic. These positions will act as liaisons between patients and treatment staff and providers; proactively monitor client wait times; obtain/verify demographic information and insurance coverage utilizing appropriate databases; update registration and patient accounts; collect co-pays/payments on account balances; distribute client forms and ensure all necessary patient forms are signed. These positions require education equivalent to the twelfth grade, two years of general clerical experience, and one year of continuous customer service experience in a healthcare office environment. The duties and the minimum requirements as described best fit the Office Assistant 2 (6001) classification.

If you have any questions, please feel free to contact me at 503-988-5015 ext. 22747.

cc: Kathleen Fuller-Poe, HR Manager  
Larry Brown, Human Resources Manager 1  
Joan Sears, HR Maintainer  
Bryan Lally, Local 88  
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