



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 721.3

Job Title: **CERTIFIED MEDICAL ASSISTANT (CMA)**

Pay Grade: 9

GENERAL SUMMARY:

Assists with related patient care duties at health center, hospital, home, mobile unit, or performs outreach duties under the supervision of a licensed medical professional.

RESPONSIBILITIES:

- Takes and records patient vital signs.
- Assists providers with patient exams and procedures.
- Administers injections or medications as prescribed.
- Performs specimen collection, phlebotomy, and other essential laboratory duties.
- Checks patients in upon arrival and checks patients out at and departure.
- Answers phone calls and responds to questions and performs other clerical duties as needed.
- Updates and maintains electronic health records (EHR).
- Participates in quality improvement activities including but not limited to record reviews, chart audits, skills assessments, and competency evaluations.
- Attend required in-service and workshops.

SPECIFICATIONS:

KNOWLEDGE:

Requires a high school diploma or GED certificate. Completion of a standardized program of medical education that provides training in medically assisting patients.

CERTIFICATION / LICENSE:

May be certified by either of these entities:

National Health career Association: CCMA (Certified Clinical Medical Assistant)

National Center for Competency Testing: CCMA

National Association for Health Professionals: NRCMA (Nationally Registered Certified Medical Assistant)

American Association of Medical Assistants: CMA (Certified Medical Assistant)

EXPERIENCE:

None required.

Clinical experience during completion of the program should suffice.

Certification required.

Related medical or healthcare experience that will lead to certification may be allowed.

SPECIFICATIONS: (continued)

COMPLEXITY:

Work consists of routine standard procedures and tasks where simple analytical ability is required to select and execute actions.

IMPACT OF ACTIONS:

Errors in work lead to **minor** inconvenience and incur some costs. Work is typically performed under close to moderate supervision of routine duties to ensure completion of tasks. The supervisor is generally close by to answer questions.

SUPERVISION EXERCISED:

Direct Supervision:

No direct report employees.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is extremely infrequent with virtually no contact beyond the immediate work unit/area. Interaction involves routine information exchange and/or simple service activity requiring common courtesy; e.g., answering questions, giving directions in response to simple requests.

External Contacts:

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction involves routine information exchange and/or simple service activity which requires common courtesy; e.g., directing calls and answering simple questions.

PHYSICAL EFFORT:

The position routinely requires lifting of moderately heavy items, such as typewriters or records boxes (up to 40 pounds) and/or very long periods of walking on rough surfaces on a routine basis.

WORK ENVIRONMENT:

There are routine discomforts from exposure to moderate heat, cold, moisture/wetness and unpleasant air conditions. The position may involve routine exposure to soiled materials and light chemical substances such as cleaning solutions.

PHYSICAL SKILL:

Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

MISCELLANEOUS:

All duties and responsibilities may not be listed in the above job description.

JOB FAMILY:

Certified Medical Assistant

Effective Date: November 2023