

CONTROL CENTER CLERK

KIND OF WORK

Clerical emergency and security work.

NATURE AND PURPOSE

Under general supervision, coordinates emergency and security assistance to all units of a less than maximum security hospital. Monitor staff, visitor, and patient access and egress. Provide central reception, general clerical and information services for the facility. Perform related work as necessary.

This classification differs from the higher level Security Control Clerk as it operates within a less secure environment. In this classification, reception/dispatch/information services are the major focus of the positions, rather than maintaining security and responding to emergencies.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Controls movement of clients, visitors, and staff going in and out of the facility to ensure a safe environment. Maintains logs of patient movement, visitors and equipment.

Coordinates all emergency situations to minimize danger and ensure appropriate assistance. This is accomplished by answering all incoming alarms for emergencies; notifying and directing law enforcement, fire department and ambulance staff to the area of need; provide; notifying and updating appropriate hospital administrative staff of the emergency; and making public announcements regarding weather emergencies and fires.

Operates emergency and security equipment to ensure that all staff can participate quickly to resolve emergency situations. This includes security doors, gates, computer, public announcement system, 2-way radios, pagers, alarms, and telephones.

Sells, disburses and tracks meal tickets. Receives and safeguards patient funds during non-office hours and forwards to business office staff.

Performs administrative and clerical duties as assigned. Tasks may include transcribing and editing medical records, word processing, photocopying, and maintaining information lists and indexes.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Emergency procedures and policies sufficient to coordinate hospital staff and police, fire and ambulance personnel in emergency situations.

Technical knowledge of two-way radios, public address systems, computer, electronic security doors and gates sufficient to operate equipment.

Hospital policies as they relate to patient security, visitor rights, and movement within and outside the facility to ensure a safe hospital environment for patients and staff.

Knowledge of standard office practices, procedures, and equipment.

Knowledge of business English and formats, medical terminology, and proper grammar, punctuation, and spelling.

Skill in:

Human relations sufficient to answer questions from the public, visitors, and patients; to coordinate with police, fire, and ambulance staff; and train other hospital staff on equipment usage and security procedures.

Est.: 10/90  
Rev.: 6/00

T.C.:  
Former Title(s):