

POSITION DESCRIPTION (Please Read Instructions on the Back) PERSONNEL OFFICE COPY

1. Agency Position No.
1148-A

2. Reason for Submission <input type="checkbox"/> Redescription <input checked="" type="checkbox"/> New <input type="checkbox"/> Reestablishment <input type="checkbox"/> Other		3. Service <input type="checkbox"/> Hdqtrs. <input checked="" type="checkbox"/> Field		4. Employing Office Location VA Medical Center		5. Duty Station Palo Alto / <i>mad</i>		6. OPM Certification No.	
7. Fair Labor Standards Act <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt				8. Financial Statements Required <input type="checkbox"/> Executive Personnel Financial Disclosure <input type="checkbox"/> Employment and Financial Interests		9. Subject to IA Action <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
10. Position Status <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Excepted (Specify in Remarks) <input type="checkbox"/> SES (Gen.) <input type="checkbox"/> SES (CR)				11. Position is: <input type="checkbox"/> Supervisory <input type="checkbox"/> Managerial <input checked="" type="checkbox"/> Neither		12. Sensitivity <input checked="" type="checkbox"/> 1-Non-Sensitive <input type="checkbox"/> 3-Critical Sensitive <input type="checkbox"/> 2-Noncritical Sensitive <input type="checkbox"/> 4-Special Sensitive		13. Competitive Level Code TO1	
14. Agency Use <i>Wesley: 000</i>									

15. Classified/Graded by	Official Title of Position	Pay Plan	Occupational Code	Grade	Initials	Date
a. U.S. Office of Personnel Management						
b. Department, Agency or Establishment						
c. Second Level Review						
d. First Level Review	Teller (Typing)	GS	0530	05	<i>JK</i>	05/19/92
e. Recommended by Supervisor or Initiating Office	CASH CLERK/TELLER (Typing)	GS	530	5		

16. Organizational Title of Position (if different from official title)
CASH CLERK/TELLER (Typing)

17. Name of Employee (if vacant, specify)

18. Department, Agency, or Establishment Department of Veterans Affairs		c. Third Subdivision Fiscal Service	
a. First Subdivision VHS&RA		d. Fourth Subdivision Finance Section	
b. Second Subdivision Medical Center		e. Fifth Subdivision	

19. Employee Review—This is an accurate description of the major duties and responsibilities of my position.

20. **Supervisory Certification.** I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds, and that false or misleading statements may constitute violations of such statutes or their implementing regulations.

a. Typed Name and Title of Immediate Supervisor KAZ PONT Asst. Chief, Finance Section <i>Kaz Pont</i>		b. Typed Name and Title of Higher-Level Supervisor or Manager (optional) MEL A. NIESE Chief, Fiscal Service <i>Mel Niese</i>	
Signature	Date	Signature	Date
<i>Kaz Pont</i>	4/20/92	<i>Mel Niese</i>	4-26-92

21. **Classification/Job Grading Certification.** I certify that this position has been classified/graded as required by Title 5, U.S. Code, in conformance with standards published by the U.S. Office of Personnel Management or, if no published standards apply directly, consistently with the most applicable published standards.

22. Position Classification Standards Used in Classifying/Grading Position
GS-530 dtd June 1973

Typed Name and Title of Official Taking Action
Lyann M. Kinoshita
POSITION CLASSIFICATION SPECIALIST

Signature: *Lyann M. Kinoshita* Date: 05/19/92

Information for Employees. The standards, and information on their application, are available in the personnel office. The classification of the position may be reviewed and corrected by the agency or the U.S. Office of Personnel Management. Information on classification/job grading appeals, and complaints on exemption from FLSA, is available from the personnel office or the U.S. Office of Personnel Management.

23. Position Review	Initials	Date	Initials	Date	Initials	Date	Initials	Date	Initials	Date
a. Employee (optional)										
b. Supervisor		6/4/93								
c. Classifier										

25. Description of Major Duties and Responsibilities (See Attached)

CASH CLERK/TELLER (Typing) GS 530-4/5

This employee is responsible for three major functions: (1) maintenance of Patient's Funds accounts; (2) maintenance of Pharmacy Co-Pay accounts; and (3) preparation of deposits to the Federal Reserve Bank.

PATIENT FUNDS:

This employee performs his/her duties through the DHCP System. The daily tasks include the posting of deposits from a variety of sources (i.e. County, State of California, U. S. Treasury Department, and/or Corporation/personal checks from families of veterans). Each source must be identified and coded accordingly in the Patient's Funds System in the DHCP. Withdrawals are posted in the same manner. Transactions are posted within the DHCP System and to a general ledger at the end of each day. Reconciliations are performed daily with the Agent Cashier regarding the amounts withdrawn from each individual veterans account which must agree with the amounts of cash disbursed by the Agent Cashier. Discrepancies must be identified and corrected before the end of that day's business. Incumbent performs a trial balance at the end of every month to reconcile accounts with the Accounting Section. Discrepancies are identified and corrected immediately. This employee is responsible for performing internal audits and reviews of patients accounts and for providing accountings of a patient's account upon request by the patient, their family, legal guardian or conservator and to VA Regional Offices. The incumbent advises the VA Regional Office of any situation which could or has affected the account/benefits/general welfare (from a Fiscal prospective) of a patient (i.e. the enforcement of the \$500/\$1500 limitation for incompetent patients; investigating the causes for non-receipt of an expected check/deposit, etc.) He/she processes request to the Regional Office for information via VAF 10-7131 regarding patients' assets.

Currently, there are over 700 accounts in the DHCP System. Incumbent is responsible for auditing all accounts during each fiscal year; maintaining a sufficient balance of funds for the patients' needs and must be aware that a lack of funds can be extremely detrimental to the patients' well-being, and may inhibit the progress of the patients' medical treatment. Incumbent reports any suspicion of/or apparent misuse of patients' funds. This employee is not bonded and is aware that he/she is financially responsible for any overdrafts caused by his/her negligence. The Cash Clerk/Teller determines the eligibility for indigent status of patients, based on available information from a variety of sources. These sources include conversing with in-house staff of other services such as Admissions Clerks, Social Workers, and Head Nurses as well as outside private sources and agencies such as conservators, attorneys, legal guardians, etc.) These determinations directly affects the amount of medical center funds required to be expended on haircuts, toiletries and clothing for indigent persons.

PHARMACY CO-PAY

As a significant part of the Medical Centers Cost Recovery (MCCR) Program, incumbent is responsible for providing cashiering responsibilities to collect payments from veterans for pharmaceutical dispensed at the VA Pharmacies. At the Co-Pay Cashiers' worksite, incumbent is responsible for collecting the proper amounts for the prescriptions

CASH CLERK/TELLER (Typing) GS 530-4/5 (Continued)

as written by Pharmacy; prepare proper exchanges when giving change; and properly posts payments to each veteran's account. Pharmacy Co-Pay duties are accomplished in the DHCP System. At the end of each day, the Co-Pay Clerk must audit and balance the cash accountability for all collections received that day. This is accomplished by obtaining computer listing showing all amounts posted the veterans accounts for the day and comparing those totals with cash on hand. Again, the incumbent is not bonded for this particular function and is financially responsible for overdrafts caused by his/her negligence. In view of the volume of the work, and in the interest of providing prompt and quickly completed transactions for veterans standing in line, not all of the Co-Pay functions are accomplished at the Co-Pay windows. The incumbent must have complete knowledge of all areas of co-pay duties.

In other locations of MCCR in Building 6, remittances for Pharmacy Co-Pay are received in the mail. The incumbent must also have knowledge of the handling of these remittances as well as the window routines. All remittances are recorded in the DHCP "CHECK LOG". All entries must be entered daily and accurately. This information may be required at some future time to solve discrepancies that may occur between the VA and patients or with the Federal Reserve Banks. When all checks are entered in the CHECK LOG, they are posted to each veterans account to show payment and reduction of existing balances. Incumbent runs a daily listing of postings for the day and balances to the total of checks received. Discrepancies must be identified and corrected before the end of that day's business. MCCR computer program generates follow-up letters to be sent to veterans when accounts are not paid in full. Letters are produced daily. Co-Pay clerks are responsible to see to it that all letters are folded, stuffed in envelopes and mailed at the post office. There is a large volume of returned mail. Incumbent must identify the reason mail was returned and initiate corrective action as possible (i.e. inform Admissions and Eligibility Section, Ambulatory Care Service who is responsible for input of patients' addresses of the need for corrective action and enlist the aid of the Pharmacy Service in obtaining better addresses.)

CASHIER/TELLER.

Incumbent prepares daily receipts of remittances received in the mail for Co-Pay for deposit to Federal Reserve Bank. The preparation of the deposits must adhere to the requirements as defined by the Federal Reserve Bank. Remittances must be sorted by the types of checks, the location of the bank (i.e. local, California, out of state, etc.) and sub-totals to these must equal total shown on the deposit tickets. Accuracy in typing is extremely important. The deposit tickets **MUST** have no corrected information and must be typed error free. Any questions from the Federal Reserve Bank arising from entries on deposit tickets are resolved by each clerk responsible for their own deposit ticket.

KNOWLEDGE REQUIRED BY THE POSITION.

A basic knowledge and understanding of accounting procedures involved in maintaining a subsidiary ledger in an individualized account system for the personal funds of

patients. A knowledge of the format, content and use of various accounting documents such as those used for recording deposits, withdrawals and the issuing of checks. Extreme care must be exercised in examining remittances for propriety and negotiability to avoid erroneous payments and deposits.

Knowledge of this agency's accounting practices and procedures, and the ability to locate, correctly interpret and apply instructions on reference material in order to find procedures applicable to a specific transaction.

Knowledge of this agency's regulations covering receipt, disbursement and maintenance of personalized accounts. Knowledge of the legal impediments on an account of an incompetent patient when rated as such by the VA, and/or by judicial review. Knowledge of this agency's/facility's regulations covering eligibility for indigent benefits. Must insure that the appropriate government funds are withheld, or issued, accordingly.

Knowledge of accounting procedures to maintain a debit/credit record indicating monies obligated, paid and remaining balances. Must have some knowledge of regulations and directives pertaining to the CALM System and knowledge of regulations governing receivables, referral of debts, computation of interest and administrative costs.

Must have a general knowledge of computer systems and their capabilities. Must have knowledge of local and treasury regulations concerning the safeguarding of funds. Must have knowledge of banking principles in the handling of public funds and personal funds of patients in order to receive cash and process payments. Knowledge of U. S. currency and coins to avoid accepting counterfeits.

SUPERVISORY CONTROLS.

This position serves under the general supervision of the Supervisor, Fiscal Accounts. The supervisor provides specific instructions on new or revised procedures assuring uniformity. The supervisor oversees the flow of the daily work in the section and provides general advice on any unique or unusual situations. When working in the capacity of an Alternate Agent Cashier, training and technical guidance is provided by the principal Agent Cashier who is under the general supervision of the Chief, Finance Section.

GUIDELINES.

Work is accomplished by using manuals, directives, procedural guides which reference receivables and collection procedures. While these guidelines are generally applicable and may provide preferred approach, they may not be completely applicable to some of the specific transactions/situations that occur in this facility; or may contain gaps in their specificity.

The incumbent must show ability to use judgment in interpreting and recognizing recurring policies or situations. The supervisor will clarify unusual areas not defined and/or where guidelines are not applicable.

COMPLEXITY.

The work involves a number of separate and different programs. Maintenance of accounts of the personal funds of patients involves the determination of indigence status; requesting funds to insure sufficient funds are on hand (from outside sources); identifying restricted accounts; assuring adherence to deferred credit periods and verifying the identities of persons withdrawing funds. For the Co-Pay segment, banking principles as well as basic accounting principles are required. Generally, this incumbent must have a keen sense for mathematics and must be able to use a ten key calculator. Additionally, must be proficient in his/her knowledge of the operation of a CRT. Most of the work is accomplished in the DHCP; however, separate systems within the DHCP are utilized.

.;SCOPE AND EFFECT.

To provide a service to patients which in turn updates the medical center's assets and liabilities. The purpose of the Co-Pay is to collect funds and reduce the amount of outstanding debts. The proper maintenance of patients' accounts can directly affect the quality of care a patient will receive while hospitalized, and in many cases, afterwards as well.

PERSONAL CONTACTS.

Personal contact is a requirement in this position. Contacts are made with all Finance Section personnel of his/her immediate service. In other services contacts are made with clerks and supervisors in the Admissions areas; Social Workers, and Head Nurses. Not only has daily contact with administrative personnel, but has a considerable amount of personal contact with medical, surgical, and psychiatric patients as well as non-government persons such as family, guardians, conservators and bank personnel. Contacts are frequently made to other hospital and Regional Office personnel.

PURPOSE OF CONTACT.

Contacts with patients are to assist them in withdrawing funds and/or to make Pharmacy Co-Pay payments; and to answer inquiries concerning their funds. Contacts with patients handled at the windows for paying/receiving are extremely heavy. At any time, there is a line of patients at the windows. Currently, statistics reflect that each Cash Clerk/Teller encounters approximately 70+ patients daily in the receipting of co-payments and authorizing Patient's Funds. These numbers include patients who have speech and hearing impairments as well as physical and psychiatric problems. Often, veterans become agitated when they cannot understand or be understood. These patient handicaps compel Cash Clerk/Tellers to exercise the utmost patience, understanding and polite demeanor. The incumbent must make sound and quick judgments when there is a line of impatient veterans waiting their turn. Many of the patients demonstrate hostile and aggressive attitudes to the Cash Clerk/Tellers since they are paying Pharmacy co-payments unwillingly. The incumbent must maintain a pleasant demeanor to all veterans and their families in spite of these difficulties that may intersperse their day. Purpose of contacts to other persons is to establish eligibility; entitlements; to forward or to request

funds or information about these funds; to aid in the timely acquisition of, or disposition of the patients' funds; and to resolve problems, pass along information and to follow-up on pending transactions. There exists a degree of difficulty in contacts from medical care personnel whose main concern is the patient and patient care. Because of their lack of fiscal knowledge regarding requirements in place, they may be insistent that the Cash Clerk/Teller proceed with a transaction that is seemingly simple, but may compromise the the safeguard and security of the funds belonging to patients or may compromise the VAs ability to recoup pharmaceutical costs. The incumbent must be able to overcome the intimidation factor, negotiate a solution with the medical staff and maintain the integrity of the system.

PHYSICAL DEMANDS.

The work is primarily sedentary, and involves long periods of sitting in one position. Intense concentration is required and the flexibility to assume other desks in the area, if needed. Periodic walks to accomplish distribution of documents and money to the Agent Cashier's office, the post office and/or the Fiscal Service are required.

WORK ENVIRONMENT.

The work is usually performed in an office setting. Employee must adapt mentally to constant changes in workload and personal contact requirements.