



**COMMUNITY HEALTH PROGRAMS**  
healthy people • families • communities

*The mission of Community Health Programs is to improve the health of people throughout the Berkshires by delivering exceptional, compassionate health care.*

**Job Title:** Certified Medical Assistant  
**Department:** Barrington, OB/GYN  
**Location:** Great Barrington, MA  
**FLSA Status:** Non-Exempt  
**Hours:** Full-time  
**Reports To:** Practice Manager

**Position Summary:**

Community Health Programs seeks a Certified Medical Assistant to join our primary care practice, located in the heart of Berkshire County. The Medical Assistant is responsible for rooming patients and assisting Physicians, Nurse Practitioners, LPNs and RNs as requested. The desired candidate has a pleasant and welcoming personality and is willing to travel to CHP's various practices in Berkshire County if needed. This position may require some weekends.

The Medical Assistant contributes to a work environment that is caring, collaborative, and innovative. This person will support CHP's mission, vision, and values and will adhere to compliance protocols as well as CHP's policies and procedures.

**Essential Duties and Responsibilities include the following. Other duties may be assigned.**

- Welcome and escort patients to exam room; prepare patient for visit; accurately obtain and record patient's vital signs; perform patient intake to assist provider in directing patient care per written protocol; assist providers with exams, diagnostic or therapeutic procedures as requested; direct patient following the visit.
- May perform EKG's on selected patients; prepare laboratory requests and ensure accurate labels and records on all specimens; deliver specimens to designated area; retrieve lab results and x-ray reports; clean and restock exams rooms following a visit as needed.
- Change/update service profiles to accommodate providers scheduling needs; answer, screen, and route outside calls as necessary; supply information to callers and record messages; perform clerical duties as requested; communicate with outside agencies as directed by provider.
- Answer patient calls/messages to ensure timely response to their issues/inquiries; pre-register patient at time of appointment scheduling; accurately obtain information to ensure patient is appropriately triaged per protocol; ensure follow up booking required by patient care plan; cross train to provide backup patient services and reception duties.
- Have clinical protocols/competencies reviewed yearly by supervising RN or clinical trainer; maintain CPR certification.

**Education/Experience:**

**Education:** High school or equivalent – completion of accredited Medical Assistant program.

**Experience:** Medical office experience is a plus as well as electronic medical records experience.

**Required License(s) and/or Certification(s):**

Massachusetts Medical Assistant Certification is required.



**COMMUNITY HEALTH PROGRAMS**  
healthy people • families • communities

*The mission of Community Health Programs is to improve the health of people throughout the Berkshires by delivering exceptional, compassionate health care.*

Skills/Knowledge/Competencies (Behaviors):

- Ability to interact with others with tact and diplomacy; treat others with respect and consideration regardless of status or position; contribute to a positive team spirit; balance team and individual responsibilities; display highest degree of professionalism and ethics.
- Respond appropriately to patient needs; manage difficult or emotional patient situations in a way that instills trust and respect; solicit feedback to improve performance.
- Ability to manage multiple priorities; work well under pressure; complete tasks correctly and on time with limited supervision; step in when needed and cross train for additional site coverage; respond promptly to requests for service and assistance; confidence in leading and instructing others; ability to delegate effectively
- Ability to effectively present information in one-on-one or small group situations; respond well to questions; complete administrative duties accurately and timely.
- Ability to calculate figures and amounts; solve practical problems; interpret a variety of instructions furnished in written, oral, diagram or schedule form.
- Punctual and reliable; ability to maintain schedule commitments.
- Spanish speaking/bilingual is a plus.

*An individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.*

Community Health Programs, Inc. embraces its role as a nonprofit health care provider and community partner. We are a leader in the communities we serve by providing highest quality healthcare, dental services, wellness education and family support services. CHP outreach provides free health screenings, insurance enrollment assistance as well as information so people can learn how to take better care of themselves and their families. We are a network of health centers and caring professionals that provide outstanding primary and preventative care for patients of all ages. What's truly unique about CHP is our broad spectrum of support services that extend well beyond medical and dental.

*Berkshire County, located in the far western region of Massachusetts, is one of the premier destination spots in all of New England. Abutting New York State to the West, Vermont to the North and Connecticut to the South; the Berkshires is made up of 32 quaint cities and towns, each with its own history and beauty. It is rich in culture, outdoor activities, logging and fine dining. Berkshire County is also an easy drive to both Boston and New York City metropolitan areas.*