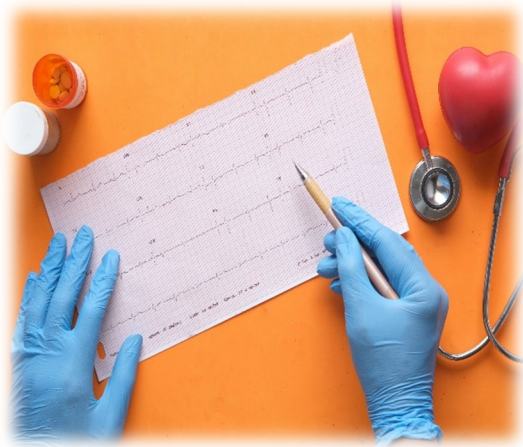


# County of Santa Cruz

INVITES YOU TO APPLY FOR:



## LEAD MEDICAL ASSISTANT

Bilingual (English/Spanish) Candidates  
Encouraged to Apply

### Supplemental Questionnaire Required

Open and Promotional  
Job # 26-NW8-01

**Salary: \$5,789 – 7,325 / Month**

Closing Date: Friday, July 24, 2026

---

### County Equity Statement

*Equity in action in Santa Cruz County is a transformative process that embraces individuals of every status, providing unwavering support, dignity, and compassion.*

*Through this commitment, the County ensures intentional opportunities and access, fostering an environment where everyone can thrive and belong.*

---

**THE JOB:** Under general supervision, provides direction in assigning, directing, and reviewing the work of Medical Assistants and medical office support staff; provides difficult or specialized medical office support and technical support services to physicians or other licensed medical professionals; performs direct patient care and treatment; and performs other work as required.

**THE REQUIREMENTS:** Any combination of education and experience that would provide the required knowledge and abilities is qualifying. A typical way to obtain knowledge and abilities would be:

One year of experience performing duties equivalent to a Medical Assistant for the County of Santa Cruz or other healthcare organization.

**SPECIAL REQUIREMENTS: License Requirements:** Possession and maintenance of a valid Professional Medical Assistant Certificate issued by one of the following: 1) American Association of Medical Assistants, 2) The American Medical Technologists, 3) The California Certifying Board of Medical Assistants 4) Multiskilled Medical Certification Institute Inc. or 5) National Health Career Association. Possession and maintenance of a valid California Class C Driver License, or the ability to provide suitable transportation which is approved by the appointing authority.

**Background Investigation:** Fingerprinting and background investigation are required.

**Other Special Requirements:** In accordance with the Medical Practice Act of the Business and Professions Code, incumbents must be at least 18 years of age.



**Special Working Conditions:** Exposure to: Allergens such as latex and soaps from frequent hand washing. Crying hysterical children and potentially hostile clients. Airborne and blood borne infections which might cause chronic disease or death. Odors such as unwashed clients, vomiting, feces, urine and draining abscesses, fumes from cleaning supplies and solvents.

**Include certificate title, number, issuing agency and expiration date on application.**

**A copy of the applicant's Medical Assistant certificate must be received by the final filing date in Personnel Department to continue through the recruitment process.** Mail/bring a copy of the certification to: Santa Cruz County Human Resources Department, 701 Ocean Street, Suite 510, Santa Cruz, CA 95060, fax to (831) 454-2241, or email to [Personnel@santacruzcounty.us](mailto:Personnel@santacruzcounty.us).

**Knowledge:** Thorough knowledge of clinic operations to include patient scheduling and provider needs; medical terminology particularly basic anatomy, physiology, and pharmacology; and oral and written communications. Working knowledge of techniques in leading staff; medical office procedures and organization including presentation of data from files for proper billing of individuals and insurance providers; record keeping principles and practices.

**Ability to:** Plan, assign, direct and review the work of others; train others in work procedures; analyze and resolve varied medical office administrative problems; organize, prioritize, and coordinate work activities; read and interpret rules, policies and procedures; establish and maintain effective working relations with those contacted in the course of work; reading, understanding, and maintaining medical charts, medical test results and treatment instructions; use initiative and sound independent judgment within established guidelines; maintain confidentiality of information; operate document scanner to enter materials into the Electronic Medical Records system; communicate orally and in writing with staff, leadership, patients, medical providers, and others using professional courtesy and clear language; assist providers and patients during medical examinations; understand and follow verbal and written instructions; accurately record and organize documentation.

**THE EXAMINATION:** Your application and supplemental questionnaire will be reviewed to determine if you have met the education, experience, training and/or licensing requirements as stated in the job announcement. If you meet these criteria and are one of the best qualified, you may be required to compete in any combination of written, oral and/or performance examinations or a competitive evaluation of training and experience as described on your application and supplemental questionnaire. You must pass all components of the examination to be placed on the eligible list. The examination may be eliminated if there are ten or fewer qualified applicants. If the eligible list is established without the administration of the announced examination, the life of the eligible list will be six months, and your overall score will be based upon an evaluation of your application and supplemental questionnaire. If during those six months it is necessary to administer another examination for this job class, you will be invited to take the examination to remain on the eligible list.

**HOW TO APPLY:** Apply online at **[www.santacruzcountyjobs.com](http://www.santacruzcountyjobs.com)** or mail/bring an application and supplemental questionnaire to: Santa Cruz County Human Resources Department, 701 Ocean Street, Suite 510, Santa Cruz, CA 95060. For information, call (831) 454-2600. Hearing Impaired TDD/TTY: 711. Applications will meet the final filing date if received: 1) in the Human Resources Department by 5:00 p.m. on the final filing date, 2) submitted online before midnight of the final filing date.

**Women, minorities and people with disabilities are encouraged to apply. If you have a disability that requires test accommodation, please call (831) 454-2600.**

To comply with the 1986 Immigration Reform and Control Act, Santa Cruz County verifies that all new employees are either U.S. citizens or persons authorized to work in the U.S.

### **SUPPLEMENTAL QUESTIONNAIRE – LEAD MEDICAL ASSISTANT**

The supplemental questions are designed specifically for this recruitment. Applications received without the required supplemental information will be screened out of the selection process. Employment experience referred to in your response **must** also be included in the Employment History section of the application.

**Please answer the question(s) below as completely and thoroughly as possible, as your answer(s) may be used to assess your qualifications for movement to the next step in the recruitment process.**

1. Do you possess a Medical Assistant Certification from any of the following entities? If so, please check appropriate box and fax or email a copy of your Certification to (831) 454- 2241 or [HumanResources@santacruzcountyca.gov](mailto:HumanResources@santacruzcountyca.gov)
  - ☐ American Association of Medical Assistants
  - ☐ The American Medical Technologists
  - ☐ The California Medical Assistants Association – Must have clinical medical assistant certification (CCMA-CA or CCMA-C)
  - ☐ Multiskilled Medical Certification Institute
  - ☐ National Healthcareer Association
2. How do you envision contributing to the long-term success and direction of your team?
3. What do you feel are the key responsibilities (clinical and administrative) of a Lead Medical Assistant?

#### **EMPLOYEE BENEFITS:**

**ANNUAL LEAVE** – 22 days first year, increasing to 37 days after 15 years of service. Available for vacation and/or sick leave.

**HOLIDAYS** – 13 paid holidays per year.

**BEREAVEMENT LEAVE** – 3 days paid in California, 5 days paid out-of-state.

**MEDICAL PLAN** – The County contracts with CalPERS for a variety of medical plans. For most plans, County contributions pay a majority of the premiums for employees and eligible dependents.

**DENTAL PLAN** – County pays for employee and eligible dependent coverage.

**VISION PLAN** – County pays for employee coverage. Employee may purchase eligible dependent coverage.

**RETIREMENT** – Pension formula 2% at age 60 or 2% at age 62 as determined based on provisions of the CA Public Employees' Pension Reform Act of 2013 (PEPRA). Pension benefit determined by final average compensation of three years. County participates in Social Security.

**LIFE INSURANCE** – County paid \$20,000 term policy. Employee may purchase additional life insurance.

**DISABILITY INSURANCE** – Employees in the General Representation Unit participate in the State Disability Insurance (SDI) program. This program is funded 100% by employee payroll deductions.

**DEPENDENT-CARE PLAN** – Employees who make contributions for child or dependent care may elect to have their contributions made utilizing "pre-tax dollars."

**H-CARE PLAN** – Employees who pay a County medical premium may elect this pre-tax program.

**HEALTH CARE FLEXIBLE SPENDING ALLOWANCE (HCFSA)** – Employees may elect this pre-tax program to cover qualifying health care expenses.

**DEFERRED COMPENSATION** – A deferred compensation plan is available to employees.

**OTHER** – Other pay and benefit items apply to certain positions or assignments, such as Bilingual Pay and Night Shift Differential.

**Note: Provisions of this bulletin do not constitute an expressed or implied contract.**

**LIVE Here**

**WORK Here**

**PLAY Here**