

TOMPKINS COUNTY CIVIL SERVICE VACANCY

Inclusion Through Diversity

OPEN TO THE PUBLIC

**Tompkins County Department of Human Resources Office
125 E. Court Street
Ithaca, NY 14850
(607) 274-5526**

Tompkins County is an Equal Opportunity/Affirmative Action employer. Minorities and women are encouraged to apply

TITLE: Health Information Specialist

SALARY: \$31.48/hr (Hire Rate), \$33.14/hr (Work Rate)

TYPE OF EMPLOYMENT: Full Time

ISSUE DATE: 02/02/26

THE FINAL DATE TO FILE APPLICATIONS: 02/15/26

DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING: 02/16/26

RESIDENCY: Candidates must have been legal residents of Tompkins County or one of the six adjoining counties (Cayuga, Chemung, Cortland, Schuyler, Seneca, Tioga) for at least one month immediately preceding the date of application and maintain residency. For Examinations: The eligible list resulting from the examination will be established in accordance with the final earned numerical ratings of passing candidates regardless of residence. A municipality or district may exercise its right under section 23-4-a. of Civil Service Law to request a certification of eligible candidates who have been residents of that municipality or district for at least one month prior to appointment. After the names of residents have been exhausted, Tompkins County must then certify the names of non-residents on the list.

Tompkins County Whole Health is seeking a Health Information Specialist to perform professional-level health information and records management work in support of clinical services and operations. This is a full-time (40 hours per week) position with a hire rate of \$31.48 per hour and a working rate of \$33.14 per hour after nine (9) months of consecutive employment.

The Health Information Specialist independently manages records requests, including time-sensitive and court-related documentation; supports reporting and audit activities; and coordinates the secure exchange of health information with internal programs and external partners to support continuity of care. This role requires strong attention to detail, sound judgment, and the ability to manage competing priorities while maintaining accuracy and confidentiality.

The ideal candidate is organized, dependable, and comfortable working independently in a role that balances structure with frequent interruptions. They communicate clearly and professionally and approach their work with discretion, accountability, and respect for the individuals and systems they support.

MINIMUM QUALIFICATIONS:

A) Graduation from a regionally accredited college or university with a Bachelor's degree; OR

B) Graduation from a regionally accredited two year college with an Associate's degree AND two (2) years full time paid experience in health information or medical records; OR

C) Any equivalent combination of training and experience as defined above.

SPECIAL REQUIREMENT:

Health information certification (RHIT/RHIA) is preferred but not required.

Must successfully complete HIPAA/confidentiality training and other relevant required trainings as required.

Tompkins County Government centers diversity, equity, and inclusion. We are committed to the empowerment of employees and residents to dismantle systemic barriers that inhibit inclusive governance and the provision of government services to all. Guided by our values of Respect, Accountability, Integrity, Equity, and Stewardship, we strive to build a workplace and community rooted in trust, belonging, and opportunity for all.

Learn more about our [Strategic Plan](#) and [Institutionalizing Equity Report](#), which embed equity across our operations.

DISTINGUISHING FEATURES OF THE CLASS:

This is a professional position responsible for independently performing a wide range of health information and records management duties within Tompkins County Whole Health. The incumbent independently applies relevant health information law and guidance including HIPAA, 42 CFR Part 2, and OMH requirements including MHOTRS (14 NYCRR Part 599), PROS (14 NYCRR Part 512), and Mental Hygiene Law §41.13. Responsibilities include fulfilling timely records requests, processing collateral records requests, completing OMH PCS reporting, fulfilling insurance audits, processing subpoenas in consultation with the County Attorney, and documenting and tracking Incident Review Committee (IRC) activities and corrective actions. Work is performed under general supervision of Operational Support Services (Quality Assurance Team) with considerable latitude to exercise independent judgment and identify opportunities for process improvement. Supervision is not typically a function of this position, but there may be times when the incumbent will have to oversee a project or activity or work group.

TYPICAL WORK ACTIVITIES:

1. Records Management, Compliance, and Documentation

Manages electronic and paper health records with a high degree of accuracy and confidentiality, ensuring compliance with HIPAA, 42 CFR Part 2, OMH MHOTRS, PROS, and other regulatory requirements. Independently maintains timely, complete documentation of clinical records; completes and verifies OMH PCS reporting; protects and ensures client rights, informed consent, and confidentiality. Makes recommendations for improvements to documentation and record-keeping workflows.

2. Legal, Court-Ordered, and Regulatory Requests

Coordinates and fulfills subpoenas, CPL 730 orders, MHL transport orders (9.41, 9.45, 9.60), and other legally mandated records requests within strict deadlines. Serves as a primary liaison with judges, attorneys, law enforcement, physicians, and the County Attorney, ensuring accurate, mission-critical legal documents for court ordered proceedings.

3. Interagency Coordination and Continuity of Care

Requests and provides clinical records and collateral information from/to partner agencies and health information systems (RHIO/HealtheConnections, PSYCKES, etc.) to support continuity of care. Tracks outstanding requests, follows up as needed, and proactively facilitates referral information across divisions and teams within the Whole Health Department.

4. Client, Family, and Stakeholder Engagement

Communicates complex records processes, policies, and regulations clearly and professionally to clients, families, community agencies, and internal staff. Provides trauma-informed support, exercises de-escalation skills during tense interactions, and maintains positive working relationships across diverse stakeholder groups.

5. Operational Effectiveness and Priority Management

Effectively manages competing priorities, frequent rush requests, and interruptions from critical, time-sensitive demands directly impacting client care. Demonstrates strong operational knowledge across multiple databases, EHR systems, Microsoft Office applications, and office equipment to meet tight legal and regulatory deadlines.

6. Quality Improvement, Compliance, and Administrative Support

Tracks and maintains Incident Review Committee documentation, minutes, and corrective actions. Responsible for completing insurance audits, collaborating with billing to minimize claim denials and ensure documentation needs are met. Manages paper and electronic health records, multiple databases, Microsoft office applications and office equipment. Responsible for maintaining records retention schedules and timely destruction of protected health information. Performs duties requiring sustained visual focus and moderate physical activity, including standing, walking, lifting, and repetitive motion.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of all Federal and State regulations regarding privacy and security of protected health information;
- Thorough knowledge of how protected health information is created, stored, received, shared, transmitted and destroyed;
- Familiarity of interoperability and Health Information Exchange standards;
- Ability to understand and carry out complex oral and written instructions;
- Excellent judgement in solving complex administrative problems and maintaining relations with the public, clients, and community partners;
- Strong communication and interpersonal skills;
- Strong organizational skills, including the ability to manage high volume workload;
- Ability to work independently and autonomously; interprets regulations and initiates strategies to meet situational objectives

Originally created: January 2026

FURTHER INFORMATION AND INSTRUCTIONS

Falsification of any part of the "Application for Employment" will result in disqualification.

Accepted candidates will be notified when and where to appear for the examination. If you do not receive your notice to appear at least three days before the date of the written examination, call Tompkins County Department of Human Resources at 274-5526. If an application is disapproved, due notice will be sent. This department does not make formal acknowledgment of the receipt of an application or take responsibility for non-delivery or postal delay.

Applicants must answer every question on the application form and make sure that the application is complete in all respects. Incomplete applications will be disapproved.

ACTIVE MILITARY PERSONNEL, VETERANS OR DISABLED VETERANS desiring to claim additional credit will request the Veterans Credits application form, at any time between the date of application for examination(s) and the date of the establishment of the resulting eligible list. You must meet the requirements set by NYS for these credits and they may be used only once. **YOU MAY NOT CLAIM ADDITIONAL CREDITS AFTER THE ELIGIBLE LIST HAS BEEN ESTABLISHED. IT IS THE CANDIDATE'S RESPONSIBILITY TO REQUEST THE VETERANS CREDIT APPLICATION FORMS AND TO SUBMIT THESE FORMS AND ANY SUPPORTING PAPERWORK BEFORE THE ELIGIBLE LIST IS ESTABLISHED.**

Tompkins County's written examinations are prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations, which deal with the rating and review of the examinations apply.

The duration of the eligible lists may be fixed for a minimum of one and a maximum of four years and may be extended beyond four years if there has been a restriction against the filling of vacancies in that title.

The candidates must complete a separate "Application for Employment" for each open-competitive and/or promotional examination that the candidate is eligible to take.

All experience required meeting the acceptable training and experience is full-time experience. (Part-time experience will be credited on a prorated basis).

Appointment from an eligible list must be made from the top three candidates willing to accept the appointment.

Tompkins County is an Equal Opportunity Employer. As part of its efforts to provide employment opportunities to the physically handicapped, Tompkins County Civil Service has adopted a rule permitting the employment of qualified physically handicapped persons without competitive examination (pursuant to Section 55 of Civil Service Law). If you meet the minimum qualifications for this position and wish to know more about this rule, please contact the Tompkins County Department of Human Resources Office.

Unless otherwise notified, candidates are permitted to use quiet, hand-held, and solar or battery powered calculators. Devices with Typewriter Keyboards, Spell Checkers, Personal Digital Assistants, Address Books, Language Translators, Dictionaries or any similar devices are prohibited. You may not bring books or other reference materials.

CROSS-FILE - APPLYING FOR CIVIL SERVICE EXAMINATIONS IN MULTIPLE JURISDICTIONS WHEN EXAMINATIONS ARE SCHEDULED ON THE SAME DATE: When applying for examinations across multiple jurisdictions - all of which are scheduled on the same day - you must submit a Tompkins County Cross-Filing Form. This form must be submitted no later than 4:30 PM on the final filing date of the examination. On this form, list each examination that you are taking and then tell us where you would like to sit. The purpose is to ensure that all of the test materials for the various examinations that you are taking will be available in one location. If you do not provide the cross-filing form to us by the final filing date, we cannot ensure that we can accommodate your desire to cross-file. If any of the examinations are State level examinations, you must sit at the State test center. You will still need to complete the Tompkins County cross-filing form. If sitting at the State site, the State will notify you of when and where to report for your examination(s) and you should bring all admittance letters to the State site. If you are not taking a State examination, bring all admittance letters to your chosen testing site. If you have any question please call Tompkins County Department of Human Resources Department (607) 274-5526. The Cross File form is located at <http://www.tompkins-co.org/personnel/CivilSrvForms/index.html>

FOR RELIGIOUS ACCOMMODATION AND HANDICAPPED PERSONS: If special arrangements for testing are required, please indicate this on your application.

ALL CANDIDATES FOR EMPLOYMENT FOR POSITIONS IN SCHOOL DISTRICTS AND BOCES GOVERNED BY TOMPKINS COUNTY CIVIL SERVICE MAY HAVE THE FOLLOWING SPECIAL REQUIREMENT. PER CHAPTER 180 OF THE LAWS OF 2000, AND BY REGULATIONS OF THE COMMISSIONER OF EDUCATION, TO BE EMPLOYED IN A POSITION DESIGNATED BY A SCHOOL DISTRICT OR BOCES AS INVOLVING DIRECT CONTACT WITH STUDENTS, A CLEARANCE FOR EMPLOYMENT FROM THE STATE EDUCATION DEPARTMENT IS REQUIRED.

In conformance with Section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duties shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of firefighter or police officer killed in the line of duties in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

BACKGROUND INVESTIGATION: Applicants may be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.

TOMPKINS COUNTY PERSONNEL DEPARTMENT, 125 EAST COURT STREET, ITHACA, NY 14850