

## **PUBLIC HEALTH OFFICE SUPPORT SPECIALIST**

Primary Purpose: This is a mid-level clerical support position responsible for a variety of complex clerical functions and processes, requiring specialized clerical knowledge. This position requires independent work decisions within established policies and timeframes; usually requiring familiarity with specialized terminology.

Perry County Health Department is an equal opportunity affirmative action employer, as well as an at will employer. All services are provided on a nondiscriminatory basis.

**Supervision:** Under the general supervision of the Director, with direct supervision of the office manager.

***This description may not include all the duties, knowledge, skills or abilities associated with this classification.***

### **ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:**

- Actively listen to clients to identify needs.
- Handles financial transactions for services rendered at the Health Department and effectively maintains a cash drawer.
- Answers telephone politely and professionally.
- Determines purpose of contact.
- Provides general information to the public on health department programs.
- Connects public to resources, if possible, that are requested but are not a direct program of the agency.
- Assists in preparation of forms if needed.
- Review documents for accuracy and completeness.
- Receives and distributes messages.
- Processes and distributes mail according to established procedures.
- Utilize a range of office software including, but not limited to, email, spreadsheets, and online data bases and tools.
- Utilizes state database systems to perform essential job functions.
- Establishes and maintains filing systems; prepares records for storage and/or archiving.
- Operates standard office equipment (computer, fax machine, copy machine and any other equipment as required).
- Ensures front office equipment is in good working order and informs office manager of any issues.
- Ensures all forms utilized by clerical staff for clinic are up to date in house and on department website.
- Maintains reminder systems for immunizations and other clinical services of the department as required.
- Maintains a daily log of clinical services.
- Communicates constantly with Office Manager regarding any work-related issues and discuss possible solutions.

- Performs other related work duties as assigned.

**PROFICIENCIES:**

- Work independently and with others in a team like setting.
- Maintain discretion and confidentiality when assisting clients.
- Effectively manage time and resources.
- Analyze, prepare, and maintain records.
- Establish and maintain effective courteous working relationships with staff and management of the Perry County Health Department, as well as governmental agencies and the public.
- Utilize sound, independent, judgement.
- Strong customer service skills.
- Follow oral and written instructions.
- Communicate effectively in face to face, written, and verbal communications.
- Remain objective while working with a wide variety of individuals.
- Multi-task with flexibility in daily prioritization of tasks.
- Function effectively in hectic, sometimes stressful, situations.
- Strong problem solving, analytical, and organizational skills.
- Effectively carry out the mission and vision of the Perry County Health Department.
- Perform the essential functions of this job without posing a direct threat to the health and safety of others.

**EDUCATION / EXPERIENCE REQUIREMENTS:**

- Minimum of a High School diploma or GED.
- Prior experience preferred.
- Must complete annual continuing education as specified by contract or program requirements.

**PHYSICAL REQUIREMENTS:**

- Performs bending, kneeling, sorting, twisting, and reaching from ground to overhead.
- Holds and grips objects.
- Must be able to lift, carry, push, and pull approximately 30 pounds

**WORKING ENVIRONMENT:**

- Primarily indoor with heating and cooling regulated in a general office environment.
- May be subjected to extreme levels of noise.

**MISCELLANEOUS REQUIREMENTS:**

- Reliable transportation.
- Valid driver's license and auto insurance.
- Must be available to work irregular hours, as needed.
- Attend training and conferences off-site and overnight, as needed, for the position.

*Perry County Health Department is an equal opportunity affirmative action Employer, as well as an at will employer. All services are provided on a nondiscriminatory basis*