

TANEY COUNTY HEALTH DEPARTMENT POSITION DESCRIPTION

JOB TITLE: Administrative Clerk
DIVISION: Clinical
IMMEDIATE SUPERVISOR: Clinical Division Manager
STATUS: Non-Exempt

ESSENTIAL FUNCTIONS

- I. Receptionist and Clerical Related Activities 50% of Time**
- A. Receives and forwards phone calls and responds to callers assuring for politeness, confidentiality, and professionalism.
 - B. Greets customers, guests, staff, and others promptly and assists with their need for services or other requests; assuring for politeness, confidentiality, accuracy, and professionalism.
 - C. Responds to requests from supervisor and others in a courteous and professional manner. Interacts with all staff members in a professional manner.
 - D. Provides general information or provides follow-up action on requests.
 - E. Performs other general office duties to assure for efficient operations, i.e.: daily cash deposits replenish paper work; filing, keep work areas clean and orderly and other duties as required.
 - F. Makes appointments for clinical services and accommodates requests for services by walk-in clients as the schedule allows.
 - G. Completes clinical client forms assuring for accuracy. Immunization records are reviewed and researched to assure for accuracy.
 - H. Completes daily clinical paperwork per protocol.
 - I. Provides clerical support for other Divisions as needed. (WIC, Environmental or other location).
 - J. Conducts immunization record research for clients, as needed.
 - K. Prints birth and death certificates following state guidelines for distribution.
 - L. Maintains monthly contact with parents/clients assuringg that immunization schedules are current.
 - M. Maintains immunization and other clinical records according to State requirements.
 - N. Process payments per protocol.
 - O. Acts as Deputy Registrar for the county.
- II. Health Management System Activities 25% of Time**
- A. Maintains an awareness of the processes and keeps knowledge base current.
 - B. Enters data into database(s) or related computer program; assuring for accuracy and timeliness.
 - C. Supports other staff members in creating professional and accurate presentations (Power Point, Excel, etc.) documents and other related materials.
- III. Clinic Related Activities 25% of Time**
- A. Schedules women wellness clinic appointments according to program protocols, reviewing client records to assure scheduling accuracy.
 - B. Completes clinical client forms assuring for accuracy, efficiency, confidentiality and professionalism.
 - C. Maintains clinic flow, supporting other staff members as needed.
 - D. Accurately maintains records and files, updating as necessary.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying the position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their manager; subject to reasonable accommodations

DEPARTMENT EXPECTATIONS

- A. Commits to Department goals and expectations as stated by the Director.
- B. Engaged in the goals and expectations of the Department as stated by the Director.
- C. Provides an atmosphere of synergy that supports the goals and expectations of the Department by actively supporting co-workers to achieve the highest level of productivity, customer service and education to the community.
- D. Initiates and actively participates in CQI processes to improve efficiency of Department activities.
- E. Actively participates in achieving Accreditation for the Department, individually and as a team member

KNOWLEDGE REQUIREMENTS

- ◆ Completed high school or equivalent
- ◆ Computer literacy.
- ◆ Ability to multitask.
- ◆ Valid driver's license.

BUSINESS EXPECTATIONS

- ◆ Follows applicable rules, regulations, and policies.
- ◆ Attends work regularly and is punctual.
- ◆ Behaves professionally and presents a professional business appearance.
- ◆ Conducts self in such a way as it reflects positively on the Health Department.
- ◆ Fosters positive working relationships and accepts new responsibilities.

WORK ENVIRONMENT

- ◆ Average accessibility of all work sites required for the position.
- ◆ Average exposure to weather and temperature extremes.
- ◆ Average exposure to chemicals and fumes.
- ◆ Average exposure to heights.
- ◆ Average exposure to work safety hazards.
- ◆ Average amount of overtime/extended work hours required.
- ◆ Average exposure to dust.
- ◆ Average exposure to loud noises.
- ◆ Average exposure to darkness.
- ◆ Average exposure to cramped spaces.

PHYSICAL EFFORT

- ◆ Normal physical mobility: movement from place to place on the job, considering distance and speed.
- ◆ Normal physical agility: ability to maneuver body while in place.
- ◆ Normal physical strength to handle routine office materials and tools.
- ◆ Normal physical strength to handle 40 lb. objects, considering frequency.
- ◆ Normal dexterity of hands and fingers.
- ◆ Normal physical balance: ability to maintain balance and physical control.
- ◆ Normal coordination, including eye/hand, hand/foot, etc.
- ◆ Normal endurance

MENTAL EFFORT

- ◆ Average concentration/intensity: prolonged mental effort with limited opportunity for breaks.
- ◆ Average memory, considering the amount and type of information.

- ◆ Average complexity of decision making.
- ◆ Average time pressure of decision making.
- ◆ Average analytical thinking.
- ◆ Average conceptual thinking.

COMMUNICATIONS

- ◆ Above average verbal communication.
- ◆ Above average written communication.
- ◆ Above average non-verbal communication.

SENSORY ABILITIES

- ◆ Normal ability to see.
- ◆ Normal ability to distinguish colors.
- ◆ Normal ability to hear.
- ◆ Normal ability to smell.
- ◆ Normal sense of touch.