

Job Title: Clerical Office Support

Schedule: Full-time. Position may require evening or weekend hours.

FSLA: Non-exempt

Starting Pay: \$16.00/hour or \$33,280.00 annually

Reporting Supervisor: Office Manager

Job Summary: The Clerical Office Support, under general supervision, performs some combination of patient registration, scheduling, patient check-out, fee/payment collection, accounts reconciliation, insurance eligibility determination, patient education, WIC benefit disbursement, vital records processing, and public relations duties.

Job Duties and Responsibilities:

- Operate telephone to answer, screen, or forward calls, provide information, take messages, or schedule appointments.
- Greet persons entering the facility, determine nature, and purpose of visit, and direct or escort them to specific destinations.
- Receive payment and record receipts for services. Maintain a cash drawer with daily deposits to ensure fiscal accountability.
- Interview health department clients for medical, environmental, and administrative services; schedule client appointments; inform client of any visit requirements such as income or proof of residency; collect and update client demographic information, income, insurance, and proof of identification.
- Analyze and determine the eligibility of clients for programs or services provided by the health department and other referring agencies.
- Inform clients of rights and responsibilities for participation in various programs.
- Prepare medical records for services to be provided, which may include attaching necessary forms, encounter labels, or any special instructions for the clinic staff.
- Interact with multiple computer programs and software systems to ensure data entered and retrieved in timely and accurate.
- Function as a WIC Clerk to prescreen applicants; update demographic information in the MOWINS system; issue eWIC cards and food benefits; deactivate eWIC cards; maintain appropriate inventory, issuance, and lost/stolen logs; utilize telephone, text, or post card reminders of upcoming appointments; follow-up on no-show appointments; place appropriate participant notes in the MOWINS system; participate in outreach events; assist in the promotion and support of breastfeeding as the preferred method of feeding
- Serve as a Deputy Registrar of Vital Records to certify and print birth and death certificates.
- File and maintain records according to state and federal record retention laws.

- Straighten and maintain lobby/reception area.
- Perform other duties as assigned.

Minimum Knowledge and Abilities Required:

- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.
- Knowledge of community organization principles and resources and community health needs.
- Strong interpersonal skills in order to provide excellent customer service.
- An understanding of and ability to maintain the confidentiality required.
- Ability to work well with people of diverse socioeconomic/cultural backgrounds.
- Demonstrate rapport building skills by establishing and maintaining effective working relations with WIC participants, WIC team members, and other health and social service personnel.

Educational and Eligibility Requirements:

- High school diploma or general education degree required

Key Competencies:

- Accuracy: Ability to perform work accurately and thoroughly.
- Adaptability: Ability to adapt to change in the workplace and shift focus with little notice.
- Communication: Must be able to read, write, and speak clearly. Language skills must be commensurate with education requirements. Frequent communication occurs via telephone or email.
- Computer Skills: Proficient in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint)
- Customer Oriented: Ability to take care of the customers' needs while following company procedures.
- Ethical: Ability to demonstrate conduct conforming to a set of values and accepted standards.
- Reliability: The trait of being dependable and trustworthy.
- Safety Awareness: Ability to identify and correct conditions that affect employee safety.
- Self-motivated: Ability to be internally inspired to perform a task to the best of one's ability using his or her own drive or initiative.
- Team Builder: Ability to convince a group of people to work toward a goal.
- Time Management: Ability to utilize the available time to organize and complete work within given deadlines.



HEALTH DEPARTMENT

Physical Demands:

- Physical demands of this job include sitting, standing, walking, reaching, climbing, crawling, squatting or kneeling, bending, lifting and/or carrying up to 50 lbs., pushing and/or pulling up to 50 lbs.
- Personal Protective Equipment (PPE) – Must be able to perform job functions while wearing PPE such as masks, gloves, gown, and goggles.

Work Environment:

This position includes both office and community-based work, minimal lifting/carrying of materials, some evening and/or weekend hours in order to provide accessible services to the community and the potential for work within reasonable adverse weather conditions (snow, rain, heat).

Special Note:

All employees of the Phelps/Maries County Health Department are considered First Responders in the Event of a Disaster Response Situation. All employees must report for duty upon request of the Director or designee during a public health emergency. Employee acknowledgement of this requirement _____ (initials)

Continuing Education Requirements / Expectations:

As a condition of employment by Phelps/Maries County Health Department, the employee must maintain all applicable licenses and certifications appropriate to this position in current status. This requirement contemplates satisfactory completion of required course work. Completion of continuing education course work that may not be mandatory; but which is designed to ensure currency in the discipline, is encouraged. Additionally, emergency response training courses, identified as appropriate by ordinance, statute, or administration must be completed within established time frames. Annually, administration will require various course work completion which is not discipline specific and is determined to be of benefit to the organization as a whole.

We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, national origin, genetic information, disability status, protected veteran status, or any other characteristic protected by law.

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.