

HENRY COUNTY GENERAL HEALTH DISTRICT

An Equal Opportunity Employer

POSITION DESCRIPTION

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Class Title:	Clerk 2	Employee Name:	
Class Number:	12112C	Position Title:	Receptionist/Clerk
PCN:	N/A	EEO Status:	06
Dept./Section:	Health District	Civil Service Status:	Classified
Unit:	Clerical	Employment Status:	Full-time
Reports To:	Office Manager	FLSA Status:	Nonexempt
Pay Grade:	3	DOT/O*Net Code:	201.362-030/43-9061.00

QUALIFICATIONS: Any combination of training and work experience which indicates possession of the knowledge, skills, and abilities listed below. An example of an acceptable qualification for this position:

Completion of secondary education or equivalent (high school or GED), supplemented by courses in computer operations and data entry; minimum two (2) years general office experience, preferably in a health department or medical office setting; or an equivalent combination of training, education, and experience; bilingual (Spanish) skills preferred.

LICENSURE OR CERTIFICATION REQUIREMENTS:

None.

EQUIPMENT OPERATED: The following are examples only and are not intended to be all inclusive.

Standard office equipment (e.g., computer, telephone, copier, printer, fax machine, etc.); computer software (e.g., Microsoft Office, etc.); calculator/adding machine; multi-line phone system; postage machine; MARCS radio.

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:

The employee is exposed to, must negotiate, use, or work with or in the vicinity of: upset or emotionally distraught individuals; potentially dangerous/fatal infectious diseases; chemicals commonly found in an office environment (e.g., toner, correction fluid, etc.); hazardous driving conditions (e.g., snow, sleet, ice, etc.); occasionally lifts objects ten (10) pounds or less; occasionally carries objects ten (10) pounds or less.

Note: In accordance with the U.S. Department of Labor physical demands strength ratings, this is considered sedentary work.

In cases of emergency, unpredictable client situations, and/or department needs, may be required to lift, push, pull, and/or carry objects heavier than D.O.L. strength ratings recommend.

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JOB DESCRIPTION AND WORKER CHARACTERISTICS:

JOB DUTIES in order of importance

ESSENTIAL FUNCTIONS OF THE POSITION: For purposes of 42 USC 12101:

1. Serves as initial contact point for visitors and clients and presents a friendly, helpful, and professional image of Henry County General Health District to the public; greets and assists visitors and callers promptly; answers phones and transfers callers to appropriate staff and programs; responds to routine inquiries and directs visitors and callers to appropriate staff and community resources.
2. Performs clerical tasks in order to assist with the efficient operation of Henry County General Health District (e.g., prepares outgoing mail; opens and distributes incoming mail; maintains postage machine; copies, scans, and faxes documents and replenishes paper as necessary; runs copier and postage reports as scheduled; types and files; processes receipts; accurately maintains records; completes data entry; creates electronic documents; etc.).
3. Provides clerical support to assigned programs and healthcare clinics and serves as back-up to other clerical staff as assigned; schedules appointments; updates patient accounts; checks patients in and out; enters data into patient records into appropriate computer software systems; updates clinic patient records as assigned; prints statements for patients; receives cash payments and issues receipts; completes daily pay-in receipts and data entry into appropriate software systems; prepares correspondence; accurately prepares and maintains patient charts.
4. Serves as Deputy Vital Registrar, properly maintaining, storing, and disposing vital statistics records as required (e.g., processes and prepares requests for vital statistics documents; places orders for missing or duplicate birth certificates with the Ohio Department of Health (ODH) Vital Statistics unit; sends original birth and death documents to ODH as required; prepares and submits vital statistics reports to ODH in accurate and timely manner as required; prepares reports for the Board of Health as assigned; enters information into Excel spreadsheets as required; etc.).
5. Participates on quality improvement teams and/or employee work groups (e.g., identifies opportunities for improvement, contributes ideas for improving Health District operations and services, etc.).
6. Attends meetings, conferences, and seminars as required.
7. Demonstrates regular and predictable attendance.
8. Maintains required licensure and certification.

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9. Meets all job safety requirements and all applicable OSHA safety standards that pertain to essential functions.
10. Maintains confidentiality in accordance with Health District policy and all applicable laws and regulations.

OTHER DUTIES AND RESPONSIBILITIES:

11. Participates in Health District disaster preparedness activities; may be required to report for work outside normal working hours during an emergency.
12. Performs any and all other related duties as assigned or directed in order to promote, further, and ensure the effective and efficient operation of the Henry County Health District.

MINIMUM ACCEPTABLE CHARACTERISTICS: (*Indicates developed after employment)

Knowledge of: agency policies and procedures*; agency goals and objectives*; vital statistics laws and/or regulations; office practices and procedures; basic bookkeeping procedures; addition, subtraction, multiplication, division, fractions, percentages, and decimals; filing systems; correct use of grammar, punctuation, and spelling; records management; public relations; community resources and services*; principles and processes for providing customer and personal services.

Skill in: operation of multi-line phone system; typing of 50 wpm; use of modern office equipment (e.g., postage machine, calculator/adding machine, computer, printer, copier, fax machine, etc.); use or operation of program-specific software including Microsoft Office*; computer operation; organization; data entry; word processing; reading comprehension; giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times; actively looking for ways to help people; being aware of others' reactions and understanding why they react as they do; talking to others to convey information effectively; time management.

Ability to: carry out detailed but basic written or oral instructions; prepare accurate documentation; compile and prepare reports; add, subtract, multiply, and divide whole numbers; prepare accurate documentation; identify and understand the speech of another person; communicate effectively; gather, collate, and classify information; maintain records according to established procedures; safeguard information of a sensitive or confidential nature; tell when something is wrong or is likely to go wrong; generate or use different sets of rules for combining or grouping things in different ways; handle sensitive inquiries from and contacts with officials and the general public; develop and maintain effective working relationships; see details at close range (within a few feet of the observer).

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POSITION TITLES AND CLASS NUMBERS OF POSITIONS DIRECTLY SUPERVISED:

None.

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My (employee) signature below signifies that I have reviewed both the Cover Page(s) and the Inside Page(s) of my position description, and that I understand the contents of the position description.

(Approval of Appointing Authority)

(Date)

(Employee Signature)

(Date)