

# Ste Genevieve County Health Department



## CLERICAL ASSISTANT

### **Primary purpose:**

Performs general clerical activities and data entry. This is a full time, forty hour per week, position with benefits.

### **Description of Work:**

#### Essential Functions:

- Acts as a receptionist including greeting, assisting and responding effectively to program participants, customers, and/or general public. Through telephone and in-person inquiries and/or information on programs policies and procedures as well as scheduling appointments in a friendly manner.
- Responds to a large number of incoming phone calls including supplying requested information, making various program appointments and/or connecting the caller with the proper department, staff member, and/or referral to an appropriate outside agency.
- Makes decisions with established guidelines, policies, or directions.
- Prepares, processes, maintains various routine records and reports which often include performing data entry functions to track and compile data, i.e.; state immunization registry, daily paperwork, etc.
- Sorts, cross-indexes, and files reports, records, and other materials according to appropriate methodology such as alphabetical, numerical, etc.; retrieves information from files as required.
- Maintains appropriate supplies and forms for assigned area.
- Issues birth and death certificates.
- Utilizes appropriate computer software applications such as word processing, spreadsheet, and database.
- Operates a variety of office equipment such as copy machines, fax machines, calculators, et.
- Handles financial transactions as required including processing payment for services, issuing receipts, processing cash receipts for bank deposit, etc.
- Verify client insurance eligibility prior to provision of services
- Assist in other clerical roles when requested
- Other duties as assigned

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 Health Department related duties requested by their Administrator or Supervisor; subject to reasonable accommodations.

**Experience:**

High school diploma or general education degree (GED). Experience and/or training with an emphasis on contact with the public preferred but not required.

**Physical Requirements:**

Performs bending, squatting, sorting and reaching to both ground level and overhead; lifts, carries, pushes and pulls; must be able to hold and grip objects; sits for long periods of time; must be able to operate a computer keyboard and mouse.

**Working Environment:**

Works primarily indoors with heating and cooling regulated in a general office environment, subject to constant noise.

**Licensing/Certification:**

If operating a motor vehicle, must possess a valid Missouri Vehicle Operator's License with proof of insurance

**Miscellaneous Requirement:**

Must be available to work irregular hours as needed. Some assignments require completion of specialized training. Must pass a pre-employment criminal background check.

**Personal Attributes:**

Strict confidentiality in dealings with clients' personal health information is required. He/She must also demonstrate the following personal attributes:

- Be honest and trustworthy
- Be respectful
- Possess cultural awareness and sensitivity
- Be flexible
- Demonstrate a sound work ethic
- Strong multi-tasking abilities

\*\* To comply with regulations by the American with Disabilities Act (ADA), the principal duties in position descriptions must be essential to the job. To identify essential functions, focus on the purpose and the result of the duties rather than the manner in which they are performed. The following definition applies: a job function is essential if removal of that function would fundamentally change the job.