

LABETTE COUNTY

JOB DESCRIPTION

Job Title: Office Clerk/WIC Clerk

Department: Health Department

Employee Name:

Reports To: Health Department Administrator

FLSA Exempt Status: Non-exempt

Shift: 8:00 a.m. to 5:00 p.m., Monday through Friday

Location: Labette County Health Department

1902 S. Highway 59, Building C

Parsons, KS 67357

SUMMARY

This is a full-time, non-exempt position under the FSLA. Primary responsibilities include answering telephone calls, directing calls to appropriate staff or voice mailbox, greeting and assisting consumers and members of the public in communication with agency staff. Schedule's appointments, gathers client information, assist in maintaining medical records manually and electronically. Access the state KWIC software to check in clients. Check in entails updating their demographic information and other requested information in KWIC. Providing Nutrition Education + (NE+) as needed to WIC clients. Communicate with contacts in a business professional manner that conveys kindness, respect and helpfulness. Job includes some travel to attend necessary training courses and schools. Participate in training for disaster response and report for duty if requested for a county emergency event. Duties are performed under the supervision of the Health Department administrator.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The omission of specific statements of duties does not exclude them from the position if the work is similarly related or a logical assignment to the position.

Act as receptionist for the health department. Answer and manage phone calls to appropriate staff or voice mailbox. Schedule appointments for staff as required.

Assist in general record management and filing. Operate data-oriented computer programs as assigned. Word process documents as assigned.

Copy and distribute materials. Develop patient information packets. Maintain all center and client information in a secure and confidential manner. Adhere to HIPAA confidentiality policy.

Operate all general office equipment. Assist with any other clerical jobs as they arise.

Keeps all required records current and ensures completeness and accuracy. Perform various record keeping duties on a variety of items such as cards, forms, charts, etc. Follows appropriate records management procedures, disposing of obsolete files in accordance with established retirement schedule or legal requirements.

Inputs and retrieves data, compiles records, inputs updates and prepares reports on computer or in other written format. Searches for and investigates information contained in files, inserts additional data on file records, keeps files current and provides information from file data or removes files upon request.

Greets and assists customers, by phone or in person to schedule appointments, answer questions, and meet requests for information. Provides and explains information on all the programs within the health department. Maintain a courteous and diplomatic demeanor when collecting and explaining information. Possess strong organizational, communication and public relation skills.

Access the state KWIC software to check in clients. Check in entails updating their demographic information and other requested information in KWIC. Providing Nutrition Education + (NE+) as needed to WIC clients.

Assist with charts. Prepare content sheets and design new forms as needed to collect appropriate information pertaining to specific programs.

Handles billing and invoices. Follows established money handling procedures, turning in all funds and income and handling disbursements through the petty cash fund.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities but may assist with coordination of the work staff within the office.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High school diploma, GED, and at least six months related experience and/or training; or equivalent combination of education and experience. Have knowledge of bookkeeping and records management procedures with computer skills for electronic billing and data entry.

CERTIFICATES, LICENSES, AND REGISTRATIONS:

A valid Driver's License must be maintained.

LANGUAGE SKILLS

Read and interpret documents such as government guidelines for preparing reports, operating and maintenance instructions, and procedure manuals. Create routine reports and correspondence. Speak effectively with customers or co-workers. Ability to communicate in other languages and or American Sign Language would be a bonus.

MATHEMATICAL SKILLS

Perform simple math using whole numbers, common fractions, and decimals. Understand and utilize bookkeeping and basic accounting skills.

REASONING ABILITY

Solve practical problems and deal with a variety of issues from co-workers and the public. Make decisions about performing daily duties in an efficient manner. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

OTHER SKILLS, KNOWLEDGE OR ABILITIES

Must be able to attend and successfully complete appropriate training required to perform the duties of data entry and retrieval for specific software programs utilized. Ability to use computer skills as required, including word processing, spreadsheet and database functions used to prepare correspondence, complete paperwork, input data and generate reports and follow regularly scheduled backup procedures. Must be able operate other office machines used to add, calculate or duplicate records.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee frequently is required to sit and reach with hands and arms. The employee is occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may have occasion to be exposed to human body fluids and airborne particles. In the event of response to a disaster exposure to fumes and toxic or caustic chemicals could happen. The noise level in the work environment is usually moderate.