

Public Health Assistant



Position Description

Status

Regular Full Time

Compensation

B21

Bargaining Unit

Non-bargaining

Reports to

Health Officer, Environmental Health Services
Manager or Personal Health Manager
(as assigned)

Supervises

none

Position Category

Generalist

Summary

This position performs customer service and general office tasks for the County's public health department such as greeting and assisting clients and vendors, data entry, ordering and maintaining inventory, determining needed services and client eligibility, and scheduling services. This position also performs financial and billing tasks such as purchase orders, receipting, payroll, coding procedures and diagnoses and invoicing for services provided. Works with a diverse population and provides culturally competent communication and services.

Essential Functions

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

1. Greets all visitors, directing them to the appropriate building/department/person as needed.
2. Answers client and visitor questions regarding departmental procedures and requirements, program requirements and other activities in person, via email, and via telephone. Takes messages and schedules appointments for other staff. Documents customer interaction, follow-up phone calls and other activities related to productivity.
3. Performs basic clerical support duties such as managing work orders, tracking and maintaining information and generating reports for the Public Health team.
4. Assists with maintaining departmental filing systems by sorting, preparing, scanning, processing and filing a variety of forms, applications, documents and records in accordance with departmental, State, and Federal procedures and guidelines. Retrieves documentation from system and conducts searches for required information as needed. Maintains contracts and agreements, ensuring they are current and up-to-date.
5. Orders and manages the inventory of supplies for various programs, including vaccines.
6. Screens potential clients by gathering background information. Assists potential clients with completion of various forms and applications. Processes and verifies applications to ensure accuracy and completeness of all information. Identifies needed services and determines client eligibility for services.

7. Contacts clients to make and confirm appointments or refer clients to other resources, making sure to verify and update information as needed.
8. Performs financial and billing tasks such as invoicing, receipting, balancing daily deposits for the Treasurer's Office, processing purchase orders, generating financial reports, processing payroll, initializing billing contracts, monitoring accounts receivable and reworking rejected claims to ensure maximized reimbursement
9. Delivers vaccines to providers and provides on-site technical assistance to providers as well

Competencies

- Customer Focus
- Teamwork
- Employee Engagement
- Process Focus
- Financial Resources
- Goal/Results Oriented
- Communication
- Leadership & Influence
- Decision Making & Judgement
- Analysis & Problem Solving

Supervisory Responsibility

This position does not have direct supervisory responsibilities.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, fax, scanners, photocopiers and filing cabinets. May be exposed to clients with communicable or other types of illnesses.

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.

While performing the duties of this job, the employee is regularly required to express oneself and exchange information both verbally and in writing. The employee is frequently required to move about the office environment; operate a computer and other office machinery; and move or transport files or other items to meetings and other office spaces. Filing is required. The ability to open filing cabinets and bend or stand on a stool as necessary is required.

Travel

Travel will be required throughout the County.

Required Education and Experience

1. High School Diploma or equivalent (G.E.D.).
2. One (1) year of experience performing invoicing and receipting
3. Three (3) years of customer service experience serving diverse populations
4. Experience with Microsoft Office (Word, Excel PowerPoint)
5. Experience with Canva a plus
6. Valid Michigan Driver's License, with no more than one traffic violation in the last 12 months

Other Duties

Ability to competently perform all the essential duties of the position, with or without reasonable accommodation, demonstrated commitment to effective customer service delivery, and the ability to work productively as a member of a team or work group are basic requirements of all positions at Allegan County.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signature

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____