



SAN JUAN
COUNTY
SAN JUAN COUNTY
JOB DESCRIPTION

Job Title: Receptionist	Step: 32
Department: Public Health Department	Grade: 4
Effective Date: January 1, 2015	Salary: \$12.24 - 15.83/hr. (County typically hires at entry level pay depending on experience)
Revision Date: December 2021	FLSA Status: Non-Exempt

General Purpose

To perform various clerical duties in support of the Public Health department. These duties include heavy interaction with the public ensuring that clients receive positive customer service and personal information is kept confidential so that programs meet quality standards. This involves standard administrative responsibilities, such as greeting and directing visitors, responding to inquiries from staff and the public via phone/email/social media, processing paperwork/records, and scheduling appointments. They also communicate between the clinical staff and clients to ensure all appropriate patient information is gathered.

Supervision Received

Works under general direction from the San Juan County Public Health Department Director with practical guidance from Departmental Directors (Environmental, Business, Operations, Nursing, and Health Promotion).

Essential Functions

- Greets individuals entering the building and calling the Department (e.g. visitors, parents, students, vendors, etc.) for the purpose of responding to inquiries and do so in a congenial, respectful, and professional manner.
- Answers telephone system for the purpose of screening calls, transferring calls, responding to inquiries and/or taking messages.
- Maintains reception area materials (walls, posters, newsletters, event calendars, etc.) for the purpose of providing resource information to visitors.
- Performs general secretarial and clerical functions (scheduling, copying, faxing, data entry, filing, upkeep of office equipment and supplies, etc.) for the purpose of supporting office operations.
- Processes a variety of Vital Records (birth and death certificates) for the purpose of conveying information within District guidelines and regulations.
- Provide verbal and written notification of ineligibility and/or termination of program benefits.

- Assist Operations Manager with inventory of departmental materials and supplies and assuring a clean and safe environment
- Receives a variety of items (e.g. mail, special deliveries, packages, supplies, etc.) for the purpose of distributing materials to appropriate parties.
- Educate clients and potential clients on relevant departmental or related resources.
- Answer questions and provide information to customers regarding our different programs
- Complete paperwork, input various data, and collect money for billable services.
- Maintain the cash drawer and inputs customer receipts into accounting software.
- Perform other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the office and programs provided.
- Build and maintain collaborative relationships with colleagues, supervisors, community partners, people from low-income backgrounds, and the general public.

Minimum Qualifications

Education and Experience

- Graduation from high school or GED certificate.
- Two (2) years of progressively responsible experience in related field, and /or an equivalent combination of education and experience, preferred.
- Must pass a criminal background check and undergo fingerprinting.

Required Skills, Knowledge and Abilities

- **SKILLS** are required to perform multiple, non-technical tasks with a potential need to upgrade skills in order to meet changing job conditions. Specific skill-based competencies required to satisfactorily perform the functions of the job include: preparing and maintaining accurate records; operating standard office equipment; utilizing pertinent software applications; and communicating with respect, through cooperation, and person-centered interactions.
- **KNOWLEDGE** Specific knowledge-based competencies required to satisfactorily perform the functions of the job include: business telephone/interpersonal etiquette; English proficiency (grammar, punctuation, spelling, vocabulary); office and data management equipment/software; and office practices.
- **ABILITY** is required to organize and schedule activities, meetings, and/or events; often gather, collate, and/or classify data; and use basic, job related equipment. Ability is also required to work with a significant diversity of individuals and/or groups; work with information of varied types and/or purposes; and utilize job-related equipment. Specific ability-based competencies required to satisfactorily perform the functions of the job include: maintaining confidentiality/privacy, adapting to changing priorities, working with frequent interruptions, communicating with diverse groups, displaying tact and courtesy, and building community trust.

Special Qualifications

- Must possess a valid Utah Driver's License.

Work Environment

Regularly sits at a desk; walks, stands, or stoops, uses tools or equipment requiring a high degree of dexterity; works for sustained periods of time maintaining concentrated attention to detail.

Work is performed in an office or other environmentally controlled room; work requires frequent contact with the public which exposes incumbents to a variety of cultures, others' illnesses, and individuals who may be angry, agitated, or otherwise upset.

SAN JUAN COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

It is the policy of San Juan County Government to provide and promote equal opportunity employment, compensation and other terms and conditions of employment without discrimination because of race, color, sex, religion, national origin, age or disability. The County provides reasonable accommodations to the known disabilities of applicants in compliance with the Americans with Disabilities Act.