



JOB DESCRIPTION

Job Title: Clinical Office Assistant	Step:
Department: Public Health Department	Grade:
Effective Date: July 31, 2024	Salary: \$17.13/hr
Revision Date: July 31, 2024	FLSA Status:

General Purpose

San Juan Public Health works to protect and promote the health of all families and communities we serve – including rural, underserved, and tribal. The Clinical Office Assistant supports this mission by providing assistance in clinical activities, Vital Records, and other front desk duties. As part of the clinical Public Health team, this includes supporting the Women, Infants, and Children (WIC) Program and Monticello Cancer Screening Program.

Supervision Received

Works under the general direction of the Business Manager with secondary supervision from the WIC Director.

Essential Functions (Part-Time Position, up to 29 hours/week)

- Schedule appointments for clients; ensure appointments are scheduled within required time frame; instruct clients on what they will need to bring to the appointment; document appointment attendance.
- Participate in initial client screening to assess eligibility for WIC programs; complete computer intake processes; verify income, residency, and identity; ensure compliance with established policy and accuracy of required documentation.
- Measure and document height, weight, head circumference, and other anthropometrics of eligible infants and children according to policy; review calculated ages and computer-generated growth charts to ensure data is accurate.
- Measure and document height and weight of eligible women.
- Utilize strict infection control techniques when conducting hemoglobin finger poke sampling; dispose of blood contaminated lancets and materials in compliance with OSHA regulations.
- Clean and sanitize areas of the clinic that have been contaminated by bodily fluids; clean and sanitize exam room area and toys at the end of each shift.
- Clean and sanitize biochemical and anthropometric equipment per policy; maintain required documentation of cleaning procedures performed.
- Conduct equipment calibrations on a monthly basis.
- Issue WIC food benefits on the eWIC card per policy; ensure proper documentation of benefits distributed.
- Perform data input related to office functions
- Receive and screen office visitors and telephone calls; refer clients and callers to appropriate divisions and other county agencies or departments and do so in a congenial, respectful, and

professional manner.

- Work effectively as a team member with the other members of division and department staff
- Build and maintain collaborative relationships with colleagues, supervisors, community partners, people from low-income backgrounds and all parts of San Juan County.

Vital Records

- 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.
- Assist in processing 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.
- Assist in maintaining 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.

Cancer Screening Program

- Receives, processes, and files applications from potential participants.
- Creates and sends vouchers to participants.
- Receives billing statements and prepares them for submission to accounts payable.
- Answers various questions regarding the program over the phone and in the office.
- Assists the Public Health Information Officer with Program marketing materials and content
- Works closely with the Cancer Screening Program Coordinator to maintain records for the program.

Minimum Qualifications

Education and Experience

- Graduation from high school or GED certificate.
- One (1) year of medical or health-related resource office support experience.
- Must pass a criminal background check and undergo fingerprinting.

Preferred Education and Experience

- Preference may be given to applicants who have a documented typing speed at or above the rate of forty (40) WPM net.
- Preference may be given to applicants who possess certification in cardio-pulmonary resuscitation (CPR) and first aid, or equivalent.
- Preference may be given to those with Certified Nursing Assistant, Medical Assistant, or similar certification

Required Skills, Knowledge and Abilities



- Knowledge of standard office practices
- Knowledge of proper grammar, spelling, and punctuation
- Skilled in reading, writing, and basic math
- Skilled in operating standard office equipment
- Skilled in word processing and data entry
- Ability to maintain cooperative and empathetic relationships with people served from all parts of San Juan County
- Ability to maintain confidentiality and professionalism while discussing private and sensitive matters
- Ability to communicate effectively verbally and in writing
- Ability to understand objectives and follow general instructions
- Ability to distill relevant and useful elements from vast amounts of information
- Ability to multitask effectively
- Ability to type accurately and at an acceptable rate, based on job duties
- Ability to upgrade skills in order to meet changing job conditions
- Ability to communicate with diverse groups and build community trust

Special Qualifications

- Must possess a valid Utah Driver's License.

Work Environment

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 required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. This employee is frequently required to stand, talk, and hear. Specific vision abilities by this job include close vision, ability to adjust focus, and ability to distinguish between different shades of color or patterns. The employee is required to type, file, and lift office supplies up to thirty (30) pounds. The employee occasionally drives a motor vehicle.

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, 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.