

Job Title: Administrative Assistant	Step: 32
Department: Public Health Department	Grade: 4
Effective Date: January 1, 2015	Salary:
Revision Date: November 2021	FLSA Status: Non-Exempt

General Purpose

To assist with various administrative duties in support of the Public Health department. These duties include extensive interaction with the public ensuring that clients receive compassionate 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.

Supervision Received

Works under the general direction of the Business Manager of the San Juan County Public Health Department Director with 20% supervision from the WIC Director and general practical guidance from other Departmental Directors (Executive, Environmental, Business, Operations, Nursing, and Health Promotion).

Essential Functions

- Greets individuals entering the building and calling the Department (for example, visitors, parents, students, vendors) 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, web-based, and other promotional materials (for example, walls, posters, newsletters, event calendars) for the purpose of providing resource information to visitors and the public.
- 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.
- Complete current and relevant training related to customer service, WIC intake, community health workers, WIC vendor inspections, and Vital Records.

- Complete WIC vendor inspections.
- Processes a variety of Vital Records (birth and death certificates) for the purpose of conveying information within District guidelines and regulations.
 - Act as a Vital Records specialist to complete Vital Record duties or functions as assigned.
 - o Follow and stay up-to-date on front desk/Vital Records policies and procedures.
 - Complete training in the use of the Utah Department of Health OLIVER computer system for vital records; monitor changes in statutes and operating guidelines to ensure compliance and accuracy of records.
 - Follow policies and procedures to ensure confidentiality and prevent fraudulent use of records.
 - Ensure timely, complete, humane, and accurate registration of births and deaths in San
 Juan County; prepare and issue birth and death certificates; utilize Electronic Death Entry
 Network (EDEN) according to established policy, procedure and practice; Ensure that
 corrections to various vital records as needed (e.g., paternity, name changes, spelling
 errors) are done according to proper procedure.
 - Ensure that information shared with funeral homes and medical records personnel is timely and accurate.
 - o Account for numbered, certified copy forms issued.
- 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
- Support office wellness promotion (for example, organizing activities, goals, and competitions)
- Process a variety of items (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, collect money for billable services, and track/input various data (for example, travel reimbursements, vehicle logs).
- 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 various socioeconomic 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; gather, collate, and/or classify data; and use basic, job related equipment. Work with a significant diversity of individuals and/or groups; work with information of varied types and/or purposes; and utilize job-related equipment, maintain confidentiality/privacy of clients and their information, adapt to changing priorities, work with frequent interruptions, communicating with diverse groups, display tact and courtesy, and build 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, illnesses, and individuals who may display a variety of emotions.

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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.