

POSITION DESCRIPTION COUNTY OF HOWARD, INDIANA

POSITION: ADMINISTRATIVE ASSISTANT

DEPARTMENT: HEALTH DEPARTMENT

WORK SCHEDULE: M-F, 8:00 AM – 4:00 PM, (AND AS MAY OTHERWISE BE NEEDED)

JOB CATEGORY: COMOT-Clerical

DATE WRITTEN: 02/27/09

STATUS: Full-time

DATE REVISED: 12/7/10

FLSA STATUS: Non-Exempt

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document 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.

Answering to the Administrator, as primary supervisor, the Health Department Administrative Assistant provides direct assistance to the Administrator and Environmental Health Coordinator, secretarial and clerical services to all health department staff, and is the primary interface for all health department clients. The Administrative Assistant will provide the following services and perform the duties listed below, as delegated by all professional health department staff. The individual functioning in this position is an agent of the Howard County Health Officer.

DUTIES:

Phone Services

Answers incoming calls – primarily for Environmental Health, but also for other departments as needed.

Transfers calls and/or initiates voice mail to appropriate staff.

Takes messages as appropriate.

Makes phone calls as requested by staff.

Radio/Cell Phone Services

Maintains contact with staff in field via radio or cell phone.

Retrieves and routes messages/information as needed.

Data Services

Recommends and implements changes in managing electronic data.

Manages stored electronic data.

Enters data as requested by staff.

Retrieves data as requested by staff.

Retrieves emails, faxes daily and sends to appropriate staff.

Faxes items as requested.

Board of Health

Interfaces with Health Officer and Administrator in performance of administrative tasks.

Records the Board of Health Meeting minutes.

Prepares formal BOH Meeting minutes for board approval.

Transcribes minutes or data from meetings as requested.

Assembles invoices, letters, reports, mailings as requested.

Clients

Recommends and implements customer satisfaction initiatives.

Greets clients and directs to appropriate offices/services.

Provides applications, forms, and information.

Educates clients relative to application and form completion.

Reviews applications and forms for completeness & accuracy.

Refers clients to staff for technical information and related questions.

Provides written and verbal information to clients.

Work Logs

Manages work log systems.

Recommends and implements changes in work log systems.

Logs septic system inspections, complaints, animal bites, and other items as requested.

Ensures that logs are complete and up to date.

Files logs at year's end with respective program files.

Filing

Manages Filing systems.

Recommends and implements changes in filing systems.

Files all work promptly once completed.

Retrieves files as needed.

Manages filing system in environmental office.

Manages filing system in Administrator's files.

Copying

Makes and assembles copies of materials/records as requested by staff.

Provides copies of materials/records for clients as needed.

Mail

Manages mass mailings and invoicing systems.

Recommends and implements changes in mass mailings and invoicing systems.

Assembles mass mailings/invoices as needed.

Produces and mails all Environmental and Food Service Permits.

Retrieves and sorts health department mail, and delivers mail to Environmental, Vital Records, Nursing offices and to Administrator.

Primary Vital Records back-up

Is cross-trained to work in the Vital Records office to provide basic services in the production of birth and death certificates for clients.

Works Vital Records as primary recorder when both full-time staff are out of the office.

Provides lunch time or other relief if one Vital Records staff is in the office, and/or provide assistance as needed due to high client traffic.

Bank Accounts

Manages bank depositing processes and banking transactions.

Recommends and initiates process changes as approved.

Assembles and makes daily Environmental Health Department deposits to bank.

Assembles and makes daily Vital Records Department deposits to bank.

Manages and maintains record of daily deposits.

Provides monthly deposit record to Administrator.

Reconciles monthly health department checking account statement.

Payroll

Manages and compiles staff time sheets for Payroll Schedule & Voucher processing.

Assembles weekly staff time sheets from all departments.

Records and produces Payroll Schedule and Voucher for review by Administrator and department heads.

Retrieves payroll from Auditor's Office on Friday or payroll morning.

Distributes payroll to staff.

Claims/ledgers

Makes out claims for health department and grant expenses as needed.

Copies claims for health department files.

Delivers claims to Auditor's Office by requested date.

Posts claims in appropriate ledgers as needed.

Reconciles health department and grant ledgers to Status 1 sheets.

Interfaces with the Administrator to assure Ledgers are kept accurate. and budgeted funding in individual budget lines do not expend more than County Council appropriated amounts.

Assists staff person in charge of Rabies Surveillance Program

Logs animal bites.

Makes phone calls to animal owners, agencies as needed.

Makes out ISDH Animal Bite Report and gathers data as directed by staff.

Assists staff with assembling data, copying, and compiling of Annual Report,

Ordinances, and other reports

Attends meetings, workshops, and continuing education as directed by supervisor or Administrator

Performs any and all other tasks as directed by the Administrator

SKILLS:

Ability to apply common sense to recommend, implement, and perform office processes.

Ability to produce positive outcomes in the performance of the duties of this position.

Ability to problem solve and analyze simple and complex office related problems.

Ability to recommend and implement solutions.

Ability to compile, maintain, and manage payroll processes.
Ability to compile, maintain, and manage claims processes.
Ability to interact as front line client facilitator.
Ability to deal with problems involving variables in standardized situations.
Ability to develop, maintain, and manage filing and office processing systems.
Ability to read and comprehend complex instructions, correspondence, and memos.
Ability to write meeting minutes, correspondence, instructions, and memos.
Ability to effectively present information to customers, clients, and co-workers.
Ability to communicate efficiently and effectively.
Ability to type, use a computer, and other office machines.
Ability to add, subtract, multiply, and divide in all units of measure.
Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

RESPONSIBILITY: Provides Administrative Assistance to all health department staff and acts as the primary contact to health department clients.

EDUCATION AND EXPERIENCE: High school diploma or general education degree (GED); or two years Administrative Assistant experience and/or training; or equivalent combination of education and experience.

PERSONAL WORK RELATIONSHIPS: Ability to communicate tactfully, both verbally and in writing. Ability to interact with internal and external customers with tact, dignity, and respect.

The physical demands and work environment 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.

PHYSICAL REQUIREMENTS: While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is frequently required to walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close and distance vision, as well as the ability to adjust focus.

WORK ENVIRONMENT: Duties are performed in an office setting with quiet noise levels. Daily, some duties will require walking outdoors to nearby buildings and the mailbox. Occasionally, duties will require travel in a vehicle to acquire supplies or attend training workshops.

This job description describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description and understand that it is not a contract of employment, nor is it intended to describe all duties someone in this position may perform. I am responsible for reading this job description and complying with all job duties, requirements, and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?
YES _____ NO _____

Applicant/Employee signature

Date