

**ERIE COUNTY HEALTH DEPARTMENT
JOB POSTING #2018-09**

The Erie County Health Department is an Equal Opportunity Employer

POSITION: Clerk Specialist

DIVISION: Primary Care & Clinical Services

SALARY: Commensurate with experience

WORKING HOURS: Full-Time; 8:00 a.m. – 5:00 p.m. – Monday through Fridays, weekend or evening hours as required. Hours may be altered to accommodate Agency need.

START DATE: Immediate Opening

POSTING DATE: Friday, February 9, 2018

CLOSING DATE: December 28, 2018 at 5:00 p.m. or until filled

CONTACT PERSON: Kathy Bango, Human Resources Office

Major Responsibilities

Promotes and supports population health by providing a variety of clerical, administrative and technical support services such as providing specialized, technical, program, or Agency specific information to internal and external customers; answering phones; scheduling appointments; interviewing internal and external customers to establish services needed; navigating primary care for patients; asks, receives, and accounts for payments; establishing and maintaining data files; initiates patient centered medical home (PCMH) and patient referral systems of care; and drafting and editing documents such as correspondence and contracts.

Scope & Impact

The clerk specialist contributes to the first impressions visitors and patients have of the Agency. By properly handling the registration procedure, this person also sets the stage for a smoothly executed patient experience. Information gathered during intake satisfies certain regulatory and legal requirements and contributes to the efficient scheduling of appointments with medical staff. In the course of business, this person interacts directly with patients, visitors, management and medical staff. The position also has a contributory effect on meeting budget goals which can impact both delivery of essential healthcare services and achieving the Agency's mission, organizational goals, strategic priorities, and management by objectives (MBOs).

Primary Job Functions or Essential Functions

Under general supervision and/or as part of the Primary Care & Clinical Services team, performs the following functions within the framework of the Erie County Health Department and the Erie County Community Health Center's provision of the core functions and essential services of public health:

Public Health Sciences

- Provide specialized and/or technical agency and program specific information that requires limited interpretation of established policies, procedures and other relevant sources to internal and/or external customers.
- Schedule, register, check in and check out clients.
- Greets and directs clients to the appropriate office within the Agency.
- Interview internal and/or external customers to establish program-specific documentation and/or identify services needed.
- May modify and update desk procedures that relate to assigned work.
- Shares responsibility for proper maintenance and operation of office machines.
- Duplicates, collates, scans, assembles, and files materials as requested.
- Maintains paper filing system for Primary Care & Clinical Services division.
- Assists Director in entering data into the Agency's cost reporting system.
- May maintain calendars for Primary Care & Clinical Services Division.
- Relates public health science skills to the Core Public Health Functions and Ten Essential Services of Public Health.

Community Dimensions of Practice

- Provides public health information and data to individuals, community groups, other agencies, internal customers, and the general public about physical, behavioral, environmental, social, economic and other issues affecting the public's health.
- Under general supervision, prepares public health documents and reports.

Leadership and Systems Thinking

- With general supervision, manages projects that support public health interventions.
- Adheres to Occupational Safety and Health Administration standards relevant to job duties, such as exposure to bloodborne pathogens.
- Must follow all safety policies and procedures to ensure an accident-free workplace.

Policy Development and Program Planning

- Provides administrative and technical/clerical support to Agency activities related to development and implementation of community health assessment, planning, program, and policy development and implementation activities.
- Adheres to ethical principles in the collection, maintenance, use, and dissemination of data and information.

- Maintains, updates, and uses computerized data management systems and utilizes informatics to improve program operations.
- Collaborates in the development of and provides clerical/technical and administrative support to Agency's quality improvement performance management, and evaluation activities.

Communication and Cultural Competency

- Answers telephones; screens calls, responds to inquiries and/or refers callers to appropriate agencies or divisions.
- Under general supervision, compose, draft, type and/or word process, proofread and edit documents, contracts, and/or correspondence to ensure these conform to the appropriate use of the English language and established procedures.
- Process mail and email by attaching related correspondence or information before forwarding, responding to mail when appropriate; respond to mail that can be handled personally; identify priority and/or time-sensitive matters; and maintain security and confidentiality.
- Utilizes appropriate methods for interacting effectively and professionally with persons of all ages and from diverse cultural, socioeconomic, educational, racial, and ethnic backgrounds, sexual orientations, lifestyles and physical abilities.
- Adheres to ethical principles and Erie County Health Department policy in the collection, maintenance, use and dissemination of data and information.

Financial Planning and Management

- Performs all administrative, technical/clerical activities related to Primary Care & Clinical Services Division and/or program purchasing according to Agency policies and procedures.
- Performs accurate numerical calculations involving cashiering, reconciling accounts; electronic claims submission, program billing, deposits, and/or other applications.
- Identifies funding opportunities and new program areas to match Agency priorities using research tools.

Other

- Performs public health emergency response duties as assigned and consistent with job classification and training provided, in response to threats to the public's health.
- Participates in Agency and community emergency response training and drills in support of disaster preparedness consistent with job classification.
- This position will be responsible for using quality improvement (QI) and performance management (PM) processes and/or techniques to improve the effectiveness of the public health programs. This includes, but is not limited to: creating, implementing, and evaluating performance standards and identifying, implementing, and assessing program quality improvement processes.

- Assumes responsibility for own professional growth and development by pursuing education, participating in professional committees and work groups and contributing to a work environment where continual improvements in practice are pursued.
- Performs other duties as assigned consistent with job classification.
- Greets visitors and patients in a friendly, competent, professional and informed manner.
- Determines reason for the visit, gathers patient information and secures signed documents as needed.
- Schedules patient appointments.
- Eases any concerns or distress patients may exhibit during the intake process.
- Responds to questions with timely, accurate and complete information.
- Determines the patient's method of payment and secures insurance information as needed.
- Asks, receives, and accounts for payments as related to defined divisional programs.
- Provides daily reports of financial transactions.
- Prepares monthly statements for Erie County Community Health Center clients.
- Applies the Agency's Hardship Policy as appropriate.
- Answers and redirects incoming calls as appropriate.
- Follows all regulations and requirements pertaining to public health, federally qualified health center (FQHC), and Agency policies toward the workplace.

Special Requirements, Skills, Abilities, & Qualities

Behavioral Expectations

- Treats others with courtesy and respect in all interactions.
- Responds with flexibility to changing needs.
- Manages multiple tasks and deadlines.
- Supports and promotes the Agency's vision, mission, and core values.

Education, Licensure, Certifications, Experience

Medical Assistant (Preferred):

- Successful completion of the training and testing requirements for Certified Medical Assistant.
- Certified health care provider CPR.
- Two to four years of experience in office and system support.
- Valid Ohio driver's license, current certificate of vehicle insurance, and access to reliable transportation to all assigned work locations.
- National Incident Management System (NIMS)/Incident Command System (ICS) 100.b and 700.a certification within one month of employment.

Clerk Specialist:

- High school diploma or GED. One year post high school education involving computers, software, accessories, and/or accounting. Associate Degree preferred.
- Two to four years of experience in office and system support.
- Valid Ohio driver's license, current certificate of vehicle insurance, and access to reliable transportation to all assigned work locations.
- National Incident Management System (NIMS)/Incident Command System (ICS) 100.b and 700.a certification within one month of employment.

Knowledge and Skills

- Knowledge of the core functions and essential services of public health.
- Knowledge of general office principles and practices.
- Knowledge of software applications relative to the position assignment.
- Knowledge of basic accounting and mathematics.
- Knowledge of proper English grammar, usage, and spelling.
- Knowledge of action tracking on specific work assignments or other items related to work position.
- Ability to keep accurate reports and records.
- Organizational skills.
- Requires a self-starter with the ability to work both independently and as a team member in a professional environment.
- Good natured with a positive attitude; able to perform under pressure.
- Ability to interact effectively and in a supportive manner with patients, stakeholders, and public peers.
- Always courteous and respectful regardless of race, creed, family and/or economic situation.
- Bilingual language skills a plus.
- Ability to use good judgment and persistence in overcoming challenges, addressing conflicts and solving problems.
- Effective oral and written communication skills, including phone skills and etiquette.
- Attention to detail, and adherence to established policies and procedures required.
- A problem solver, with the ability to organize and prioritize responsibilities.
- Is flexible, and able to embrace and implement change.
- Has the ability to request payment for services.
- Knowledge of medical terminology a plus.
- Touch typing/keyboarding and touch ten-key; both with speed and accuracy.
- Working knowledge of Windows personal computer, Microsoft Word and Excel.
- Prior reception experience a plus; especially in a healthcare setting.
- Knowledge and understanding of Patient Centered Medical Homes (PCMH) process.

- Current knowledge of Medicare/Medicaid regulations and ICD-10/CPT coding.
- Knowledge and understanding of public health accreditation process.
- Criminal background verification required.
- Ability to time budget in areas of workforce development and Agency duties.

Due to the need for all Health Department personnel to respond to public health emergencies, the employee must be assessed for his/her ability to meet the physical demands of performing the following activities:

- Engage in the following movements: climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, lifting, fingering, grasping, feeling and writing and repetitive motions.
- Must be able to be fitted and wear NIOSH 95 mask. (Requires the elimination of facial hair/beard.)
- Exert up to 50 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- Hearing ability sufficient enough to communicate with others effectively in person and over the phone.
- Ability to hear and respond to internal or external emergency or evacuation alarms.
- Visual ability must be sufficient enough to read typewritten documents, computer screen and drive a car.

If unable to demonstrate these abilities based upon a standardized, objective assessment performed by external occupational health professionals, all reasonable accommodations will be made, in compliance with the Americans with Disabilities Act and any other applicable Federal and Ohio law.

Working Conditions While Performing Essential Functions

- General office setting in health department facilities, as well as occasionally in community sites including clients' homes and workplaces.
- Work performed in the community is sometimes subject to conditions that range from inclement weather to dangerous conditions such as snow/ice, cold, heat, noise, wetness/humidity, vibration, sudden temperature changes, and poor illumination at the job site or due to travel on the job. Travel to and from off-site locations may subject worker to increased risk of driving hazards. Community locations may subject worker to communicable diseases, insects and other disease vectors, toxins, hazardous materials, chemicals and animals.
- In all settings, employees in this classification may occasionally need to relate to members of the public who exhibit challenging atypical or hostile behaviors and/or communication.
- May include alternate sites, temporary locations and/or multiple locations depending on the public health emergency.

Equipment Used to Perform Essential Functions

Including, but not limited to computer, fax, copier, scanner, calculator, multi-line telephone, cell phone, camera, video recorder, public health and medical equipment and supplies related to duties, and personal vehicle.

Bloodborne Pathogen Risk Code: None Low Medium High

Qualified Applicants

Qualified applicants may apply to the Human Resources Department, Erie County Health Department, 420 Superior Street, Sandusky, Ohio, (419-626-5623, Ext. 194) OR visit our website at www.ecghd.org where current job postings can be viewed and an application is available to download. A completed Erie County Health Department employment application must be stamped in the Human Resources Department prior to 5:00 p.m. on December 28, 2018 or until filled. EOE/AA/ADA

Approved for Content & Posting: _____



Date

02/08/18