

POSITION DESCRIPTION

DEPARTMENT: PUBLIC HEALTH

POSITION TITLE: Front Office Receptionist / Clerk

EMPLOYMENT CATEGORY: Full-Time

STATUS: Non-Exempt

REPORTS TO: Financial Officer Clerical Supervisor / Department Head

POSITION SUMMARY:

Barton County Health Department believes that all interactions must follow the Trauma Informed Systems of Care approach. All people, staff and clients, are to be treated with dignity and respect, regardless of their socio-economic status, race, religion, or gender affiliation. Any position hired to the BCHD will operate under these guidelines.

This full-time position requires a thorough knowledge of general office processes. This person will greet the client and assist them in selecting the services they need; enters data and updates family and patient information into the computer. Distributes appropriated forms to clients to complete and explains these forms when necessary. Answers the telephone, receive and relays messages and routes calls to appropriate personnel. Schedules appointments for department personnel. Prepares and prints consent forms and attaches records to appropriate Programs. Orientation and training will be provided by Barton County staff and other health agencies as it becomes available. Quality Improvement practices will be embedded in the everyday workload. This position reports to the Barton County Health Department Director and/or the Finance Officer and has no supervisory responsibility and exercises judgment with some supervision.

FUNDAMENTAL JOB DUTIES:

1. Serves as a registration clerk and cashier.
2. Inputs information into the computer for client electronic medical records.
3. Maintains and manages Electronic Health Records as needed.
4. Data entry to supporting reporting software programs.
5. Scans and files as needed.
6. Scheduling and maintaining appointment calendar.
7. Prepares and maintains interoffice forms
8. Assures HIPPA regulations are followed and enforced.
9. Attends trainings as applicable.
10. Assists in program development.
11. Assists in program evaluation as needed.
12. Makes program materials available (KanCare, Voter Registration, etc.)
13. Provides secretarial services as needed.
14. Oversees and participates in the Year in Review document.
15. Other duties as requested.

EDUCATION:

High School diploma or GED and one year of clerical and receptionist experience.

EXPERIENCE / SKILLS:

Experience in a general office and/or healthcare setting. Interpersonal communication skills a must. Bi-lingual experience a must. Working knowledge of standard office procedures, a must. Must be able to learn new skills as needed and have a willingness to the Team Approach.

PHYSICAL REQUIREMENTS / ABILITIES:

Applicant must have a valid Kansas driver’s license. Excellent telephone communications skills as well as the ability to work effectively and courteously with the public and co-workers. Bi-lingual. Accurate typing and keyboard skill as well as computer and customer service experience. This position requires sitting, standing, bending, manual dexterity, ability to retrieve data from files, mobility between desk and files, ability to concentrate and occasional lifting to 30 pounds. This position requires excellent interpersonal communication skills. This position will also require the ability to multi-task and switch tasks quickly and effortlessly. This person needs to be able to respond to situations in a calm and effective manner. CPR certification required.

WORKING CONDITIONS / ENVIRONMENT:

Must be able to work with all people regardless of level of education and all nationalities in a non-judgmental fashion. Frequently operates computer, calculator, copier, fax and telephone. Works constantly with the public and staff members. Responsible for accuracy of family data entered into records. High noise level, frequent close visual and mental attention required. Works with a variant of population daily. Possible exposure to Bloodborne pathogens and communicable diseases. Must be able to sit, stand, bend to file, and carry up to thirty pounds. Must be able to concentrate under stress. Works two evenings monthly, or as needed, in rotation with other clerical staff. Works outreach opportunities when needed.

Work is performed in the office environment with all types of people, some in crisis.

90% of the time is spent with clients and has occasional risk.

These specifications should not be interpreted as all-inclusive. It is intended to identify the major responsibilities and requirements of this job function. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated in these specifications.

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate. In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

I have reviewed this job description and I can perform the essential functions of this position, with or without, reasonable accommodations. I have also received or have been offered a copy of this job description.

Employee Signature _____ Date ____/____/____

Department Head Signature _____