



Public Health
Prevent. Promote. Protect.

HEALTH SERVICES OF LYON COUNTY

ADMINISTRATIVE ASSISTANT JOB DESCRIPTION

General Hours of Work: Monday – Friday General hours 8:30 – 4:30
Some occasional weekend and evening hours

Department: Public Health Department
Health Services of Lyon County

Reports to: Public Health Administrator

POSITION SUMMARY: Administrative Assistant serves the Health Department by providing a positive first impression, and delivering quality service to customers (clients, colleagues, and co-workers). Employee supports the fulfillment of the organization's mission and values. Employee will assist in the effective operation of the agency and Public Health Programs as assigned by the Administrator.

ESSENTIAL JOB FUNCTIONS:

- ❖ Provide administrative support to assigned program area(s) including:
 - Greet clients professionally and courteously via in-person, electronically or telephone interactions.
 - Route calls to specific programs/departments appropriately
 - Schedule appointments for agency clinics/screenings
 - Take accurate message and distribute to designated staff
 - Provide agency information to the public
- ❖ Assist with the receiving and recording of payment for services as assigned by administrator
- ❖ Assist administrator and program staff with creating documents for marketing, public notices, job ads and communication within office setting.
- ❖ Assist with daily Agency operations (e.g. vaccine scheduling, temp. monitoring, purchasing, program specific documentation)
- ❖ Assist with the completion of quarterly/fiscal year reports by designated deadline as assigned by Administrator.
- ❖ Attend meetings as a representative of HSLC as required or requested by Administrator.
- ❖ Create, prepare and deliver reports as necessary to BOH/BOS as assigned by Administrator.
- ❖ Assume public health emergency role as necessary and when requested by Administrator.
- ❖ Implement program and policy changes as requested by Administrator to ensure forward progress of agency
- ❖ Cross train for other positions to cover when necessary as directed by Administrator
- ❖ Comply with federal, state, and local laws and regulations including full confidentiality of protected health information.
- ❖ Assist with quality improvement solutions for the agency and agency programming

QUALIFICATIONS: KNOWLEDGE, SKILL AND ABILITY:

- ❖ High school graduate or equivalent, required
- ❖ 1-3 years of office experience is preferred
- ❖ Excellent customer service skills with ability to communicate in a positive manner with staff and public, is preferred.
- ❖ Must respect and respond to diverse and individual needs; Coordinate productive workflow with other team members
- ❖ Demonstrate extreme attention to details with a high level of accuracy.
- ❖ Effective communicator (verbal, written and body language)
 - Listening skills and ability to interpret a variety of communications
 - Business reports, correspondence and procedure manuals
 - Write concise correspondence, articles and documents
 - Interpret a variety of instructions either written, oral, diagram, schedule or electronic formats.
- ❖ Work independently and be self-motivated
- ❖ Meet deadlines and work under pressure with little or no supervision
- ❖ Prioritize and manage work effectively and efficiently to accomplish tasks when multi-tasking and delivery friendly service.
- ❖ Demonstrate ownership and accountability of their work
- ❖ Software knowledge of programs utilized (Microsoft office, Excel, Word and Publisher)
- ❖ General office equipment knowledge (copier, scanner, fax, etc.)
- ❖ Have and maintain a valid driver's license and motor vehicle insurance
- ❖ Ability to respond to emergency situations

PHYSICAL DEMANDS:

- ❖ The physical demands described are representative of those needed by an employee, in which to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
 - Ability to sit, stand and walk for extended periods.
 - Requires the frequent use of hands and fingers to handle or feel objects, tools or controls.
 - The employee frequently is required to reach with hands and arms, walk and climb stairs.
 - The employee is occasionally required to stand, balance, kneel, crouch and stoop.
 - The employee is occasionally required to lift and or move up to 40 pounds. Push and or pull up to 20 pounds.
 - Specific vision abilities required by this job include close vision, distance vision, peripheral vision and depth perception.
 - Ability to concentrate on detailed information.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee may encounter while performing the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Professional office setting with little discomfort due to such factors such as noise, heat, dust or other adverse factors. Noise level is moderate.
- Clinical environment with potential exposure to chemicals, blood borne pathogens, needle sticks, toxic or caustic chemicals, communicable diseases and outside weather conditions.
- Duties performed offsite are exposed to weather conditions are extreme temperatures, chemicals, fumes, second hand smoke, work safety hazards, dust , loud noises, darkness and tight spaces.
- This is a tobacco free work environment, including all premises and other such areas.
- Travel may be required along with associated travel risks

ACKNOWLEDGEMENT

This job description does not state nor imply that these are the only activities required to be performed, by the staff member holding this position. Staff is required to follow other job-related instructions and to perform other job-related responsibilities as requested by Administrator. I understand that I may be required to work overtime, different hours outside the normally defined workday or workweek.

A job description is not intended to and does not create an employment contract. HSLC maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.

In accordance with the American Disabilities Act, it is possible requirements may be modified to reasonably accommodate disabled individuals. An individual seeking an accommodation should contact the Agency Administrator.