



## Ashtabula County Health Department Competency-Based Job Description

**GENERAL INFORMATION:**

<b>Position Title</b>	Clerk in Environmental Health Program Area
<b>Working Job Title (If Different)</b>	
<b>Division</b>	Environmental Health Program Area
<b>Date Job Description Created</b>	03/24/17
<b>Revision Dates of Job Description</b>	08/7/2019
<b>Employment Status</b>	Part time/PRN
<b>Union Classification</b>	N/A

**REPORTING STRUCTURE:**

<b>Title of Immediate Supervisor:</b>	Administrator
<b>Titles of any others this position reports to:</b>	
<b>Titles of those who directly report to this position:</b>	

**POSITION DESCRIPTION:**

- Acts as receptionist; answers and routes telephone inquiries; greets the public and assists them in applications for site evaluations, water samples; permits for home sewage treatment systems, private water systems, plumbing; issues licenses or permits according to established procedure; provides established program information; records various program data; files documents; processes public records requests, processes animal bite reports and follow up procedures; rabies surveillance.
- Maintains records (e.g. permit logs, inspections, complaints, licenses, etc.); compiles and types data from records system for reports; prepares monthly certifications (e.g. food service operation, vending machines, water systems, etc.). Types monthly and annual reports on department activities.
- Assists with various office practices, maintaining basic bookkeeping records, posts fiscal data; balances and reconciles invoices for accuracy, types monthly list of bills; accepts payments, issues receipts; reconciles daily receipts, prepares basic deposits and makes deposits
- Types purchase orders, routine letters and reports for department, maintain records system files, inventory records. Compiles statistical data of agency (e.g. number of permits issued, services rendered, fees collected, etc. Types reports, rosters, schedules, clinic records, etc. Types board of health agenda, minutes, and board order letters. Maintain personnel data relative to health department medical and dental plans.
- Register sewage treatment system installers, plumbers, septage haulers, service providers and water haulers; license solid waste facilities, tattoo parlors, food service/food establishments operations, vending machines, septage sites, recreational and resident camps, swimming pools, spa, special use pools, bathing beaches.
- Ability to provide backup clerical support to Nursing Department that will include, but not be limited to processing and submitting bills to third party payers and with providing customer service to clinic patients as well as assisting the Director of Nursing with maintaining health department clinic filing system
- Performs related work and other duties as required and/or assigned

**Communication:** Assure that the channels of communication are effective and efficient by and between the Boards, staff, contracted entities, general public and volunteers in order to coordinate services, meeting client and/or program comment/needs/regulations, etc.

**OTHER DUTIES & RESPONSIBILITIES:**

- Performs other duties as assigned by supervisor
- Participates in emergency preparedness exercises, activities, and trainings (including completion of ICS 100, 200, 700, and 800 within 6 months of hire)
- Reports for duty following the activation of a public health emergency response plan
- Assists Business Administrator with bookkeeping for all Health Department activities (e.g. maintains ledgers, invoices, accounts, bills, records of finding from all sources, disbursements, etc.); provides financial information for auditor and treasurer when necessary.

**PREFERRED QUALIFICATIONS:**

- Knowledge of office practices and procedures, must understand applicable laws regulating office functions. Ability to operate computers, printers, fax machine, e-mail correspondence, and ability to accurately read and record data. Ability to multi-task and prioritize assigned duties. Follow privacy and confidentiality procedures.
- Prepare and maintain accurate records, ability to organize and maintain filing systems in alphabetical and chronological order and ability to categorize items according to established methods.
- Knowledge of basic bookkeeping and accounting principles.
- Knowledge of office practices and procedures and policies.
- Knowledge of registration and licensing procedures.
- Knowledge of billing codes and billing procedures.
- Ability to maintain filing systems in alphabetical or chronological order or by program area.
- Education and/or Experience: High School Diploma or GED, excellent communications (verbal & written) and computer skills required.
- Certificates, Licenses: Valid Ohio Driver's License, proof of insurance that meets required Board minimums, record of safe driving, and reliable transportation. Meets all prerequisite and on-going qualifications to be covered by the employer's liability insurance carrier.
- Additional Qualifications: Successfully pass a B.C.I. background check. Compliance with tuberculin test requirement per agency TB Plan. Good health, high moral character, and good attendance record. Available to work irregular hours and/or a non-traditional schedule. Skills, Knowledge & Abilities:
- Language: Ability to read and comprehend simple instructions, short correspondence, and memos; ability to write simple correspondence;

**COMPETENCIES/KNOWLEDGE-SKILLS-ABILITIES (KSA's):**

**A. Public Health Tier:**

1- Front Line Staff/Entry Level

**B. Organizational Competencies**

1. Facilitates communication among individuals, groups, and organizations
2. Communicates in writing and orally with linguistic and cultural proficiency (e.g., using age-appropriate materials, incorporating images)
3. Is knowledgeable of and can inform the public about policies, programs, and resources that improve health in a community
4. Uses information technology in accessing, collecting, analyzing, using, maintaining, and disseminating data and information to improve policies, programs, and services
5. Applies strategies for continuous quality improvement
6. Describes how teams help achieve program and organizational goals (e.g., the value of different disciplines, sectors, skills, experiences, and perspectives; scope of work and timeline)
7. Conveys data and information to professionals and the public using a variety of approaches (e.g., reports, presentations, email, letters)

Ashtabula County Health Department

8. Incorporates ethical standards of public health practice into all interactions with individuals, organizations, and communities
9. Adheres to the organization's policies and procedures, including emergency preparedness and response
10. Contributes to assessments of community health status and factors influencing health in a community (e.g., quality, availability, accessibility, and use of health services)
11. Contributes to state/Tribal/community health improvement planning (e.g., providing data to supplement community health assessments, communicating observations from work in the field)
12. Contributes to development of organizational strategic plan (e.g., includes measurable objectives and targets; incorporates community health improvement plan, workforce development plan, quality improvement plan, and other plans)
13. Uses performance management systems for program and organizational improvement (e.g., achieving performance objectives and targets, increasing efficiency, refining processes, meeting Healthy People objectives, sustaining accreditation), and participates in quality improvement activities.
14. Participates in professional development opportunities

**C. Job Specific Competencies**

The below competencies are specific to the position. A description of each competency can be found at: [http://www.phf.org/programs/corecompetencies/Pages/Core\\_Public\\_Health\\_Competencies\\_Tools.aspx](http://www.phf.org/programs/corecompetencies/Pages/Core_Public_Health_Competencies_Tools.aspx)

Collects valid and reliable quantitative and qualitative data	Tier 1	1A8.
Contributes to development of program goals and objectives	Tire 1	2A2.
Conveys data and information to professionals and the public using a variety of approaches (e.g., reports, presentations, email, letters)	Tire 1	3A5.
Recognizes the contribution of diverse perspective in developing, implementing, and evaluating policies, programs, and services that affect the health of a community	Tire 1	4A4.
Supports relationships that improve health in a community	Tire 1	5A4.
Adheres to organizational policies and procedures	Tire 1	7A3.
Incorporates ethical standards of practice (e.g., Public Health Code Ethics) into all interactions with individuals, organizations, and communities	Tire 1	8A1.

Additional Knowledge, Skills, & Abilities:

- Language. Ability to read and comprehend simple instructions, short correspondence, and memos; ability to write simple correspondence; ability to effectively present information in one-on-one and small group situations to clients and other employees of the organization; ability to multitask and interact positively with the public.
- Mathematical. Ability to add, subtract, multiply and divide basic mathematical problems; ability to perform these operations using units of American money and weight measurement, volume and distance; cash transactions, basic bookkeeping and accounting.
- Reasoning. Ability to carry out detailed, and sometimes involved, written or oral instructions; ability to problem solve.
- Other. High degree of skill and efficiency using MS Office applications, i.e., Word for the purpose of word processing of documents, Excel for the creation and maintenance of spreadsheets, Access for the creation and maintenance of databases, and PowerPoint for creation of simple presentations

**PHYSICAL WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee typically works in a

Ashtabula County Health Department

normal office environment. The noise level in the work environment is usually quiet to moderate. The employee is expected to freely operate the following tools and equipment: personal computer, (including word processing, spreadsheet, and presentation software); calculator, telephone, fax machine, photocopier, and motor vehicle.

- Physical Activity: Standing, walking, pushing, pulling, lifting, fingering, touching, talking, hearing, repetitive motions.
- Physical Requirements: Sedentary work, light work
- Visual Activity: Specific vision abilities required by this job include close vision and the ability to adjust focus.
- Other Job Activities: Lifting up to 25 pounds occasionally, and/or up to 15 pounds of force frequently, and/or very minimum amount of force constantly to move objects. Employee works both inside and outside. Employees move around and stand on foot for long periods of time in order to accomplish job requirements. Employee must be able to see close to their eyes for medical purposes and practical purposes, such as reading on a computer monitor.

**APPROVALS:**

This Job Description/Expectations was adopted by the Ashtabula County Board of Health on June 14<sup>th</sup>, 2017.

Health Commissioner: \_\_\_\_\_ Date: \_\_\_\_\_

My signature below signifies that I have reviewed the contents of my Job Description/Expectations and that I am aware of the requirements of my position.

Reviewed and agreed to by: \_\_\_\_\_ Date: \_\_\_\_\_

*(Employee)*