

GRADE: 8**DIVISION: ENVIRONMENTAL PUBLIC HEALTH- Food Protection Services**

POSITION SUMMARY:

Primarily responsible for front office reception, answering division phones, and assisting walk-in customers. Manages Plan Review processes including database data entry, tracking processes, and completion, and providing billing documentation. Manages food program processes and files. Performs translation service in support of Division needs either in the office or in the field. Responsible for general complaint and foodborne illness processing and database entry.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

The following functions represent the majority of the duties performed by the position, but is not meant to be all-inclusive or prevent other duties from being assigned when necessary.

ESSENTIAL JOB FUNCTIONS: (100% of Time)

1. Front office reception, answers phones, and assists walk-in customers. Performs other general office duties as assigned.
2. Manages plan review processing including receipting payments, database entry, transferring plans to THD staff, contacting customers regarding plan completion and reporting. Responsible for letters, documents, and filing associated with program. Maintains OSDH billing documentation and forwards to Administrative Supervisor on quarterly basis.
3. Manages general and foodborne illness complaint processing, data entry, weekly report production, and scanning and attaching complaint documentation to the electronic data system.
4. Manages office processes which includes: using hand-held scanner and/or manual data entry to update city license purchases THD electronic data system; state license updates and tracking responsibilities; scanning and attaching related files to electronic establishment records; filing digital, and paper files.
5. Oversees the customer service office document rack and refills documentation for clients use. Works in conjunction with Administrative Supervisor to update forms, archive old documents according to department and program policies, and review archiving policies.
6. Collects and receipts money for Department programs including but not limited to plan review, food handler permits, and miscellaneous monies; follows Department and Program accounting policies to process and report receipts.
7. Assists Sanitarians in field inspections with Spanish-speaking clients upon request; assists in the Environmental Public Health office with Spanish-speaking clients; translates office documents into Spanish upon request.
8. In conjunction with other office staff, completes OSDH database downloads from State computer and uploads data into electronic inspection program; receives digital faxes and photo files from staff then uploads and saves into inspection software program or other appropriate file locations.
9. Provides backup for Food Handler office upon request; works independently to cover duties of food handler office including responsibility for following money and accounting practices and office processes.
10. Other duties as assigned including those required to fulfill activities in support of public health emergency operations. Acts as backup and coverage for any other EPHD office staff position on

limited basis when required for office coverage. Duties may be reassigned at any time upon review by Division Chief in order to meet division needs.

11. Completes required training in support of duties and responsibilities of this position.

QUALIFICATIONS/SPECIFICATIONS:

Education: High school diploma or equivalent required. Courses or certification in use of computer software and other technical equipment preferred. Courses or certification in office administration preferred.

Experience: One to three years of secretarial/clerical experience required. Experience in bilingual (English/Spanish) interpreting required. One to three years of database use required. Experience in public presentations or teaching preferred.

Skills:

- **Bilingual (Spanish/English) required.**
- Keyboarding skills of 35-40 WPM.
- Ability to use computer for digital management of files and records.
- Ability to work independently in fast-paced, high demand office.
- Good skills in general technology use including cameras, document and hand scanners, digital facsimile machines, and ability to stay current with Division technology needs.
- Proficient in Microsoft Word, Excel and Access.
- Knowledge of proper English usage, spelling, punctuation and grammar.
- Good proofreading and editing skills.
- Excellent skills in paying attention to detail, editing paper and electronic documents and records, and writing legibly.
- Ability to follow oral and written directions and work effectively with others.
- Good interpersonal and customer service skills are highly essential.
- Good record-keeping and filing skills.

Licenses: None.

INTERNAL AND EXTERNAL WORKING RELATIONSHIPS:

- Frequent internal contact with Administrative Supervisor for coordination of responsibilities.
- Moderate contact with Data Analyst for database and technological duties.
- Frequent internal contact and cooperation with other office staff.
- External contact with City and State agencies regarding assigned duties.
- Frequent external contact with customers through phone calls and office visits.
- Occasional contact with Accounting Division and Information and Technology Division for assistance.

PHYSICAL EFFORT:

Operate copier, scanners, and other office equipment. Reach top and bottom filing cabinets drawers; lift boxes of stored files weighing not more than 50 pounds; walk between work locations. Walk up and down stairs during the day to reach different levels of the office.

SUPERVISORY RESPONSIBILITY/ACCOUNTABILITY:

Direct Supervision - None

Indirect Supervision -None

Budget/Money/Material - Responsible for assigned equipment; tracking division equipment; following accounting and money handling policies.

Reports to – Administrative Supervisor, Environmental Public Health

WORKING CONDITIONS:

Works in an open office environment. While performing the duties of this job, the employee is occasionally required to stand, walk, and sit. Occasional lifting of plan review documentation, office boxes required. Work assignment location may be requested in different settings. Exposure to culturally diverse clients; front line customer facing position with frequent exposure to members of the general public and difficult clients; occasional exposure to abusive clients.

SPECIAL REQUIREMENTS:

- Must maintain Health Department record confidentiality according to HIPAA regulations.
- Must possess ability and willingness to work routinely and as requested in difference office locations; perform job-related travel between office locations; and work evening food handler classes when requested.
- Must maintain Health Department record confidentiality according to HIPAA regulations.

FLSA Status: Non-Exempt – must abide by Health Department policies regarding time keeping and work hours for Non-Exempt status.