

GRADE: 11
DIVISION: Preventive Health Service – CRHC

POSITION SUMMARY:

Primarily responsible for direct supervision of the day-to-day activities of the CRHC clerical team. Provides support, training and feedback as needed. Collaborating with the Manager and Administrative Assistant of the Reproductive Health, STD and Immunization Programs.

PRINCIPAL DUTIES/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:

1. Reliable, consistent attendance and punctual to official duty station and work related meetings/trainings.
2. Direct the day to day activities of the Reproductive Health, STD and Immunization’s clerical staff at CRHC.
3. Provide direction and support to the clerical staff, including selection, training, and work assignments. Manage and coordinate clerical duties to ensure support of customer service.
4. Schedule and conduct the new hire orientation for the assigned clerical staff.
5. Coordinate with the program Administrative Assistant in creating and maintaining a training manual for clerical team members. Provide all necessary new hire training and support.
6. Work one-on-one with clerical team members as needed for additional training and support.
7. Prepare all assigned staff and team members for state audits.
8. Order office supplies for clerical and all required forms used by clerical staff.
9. Report all concerns to manager in a timely manner.
10. Ensure clerks have working equipment and place IT, maintenance and work orders for clerical staff as needed.
11. Ensure complete accuracy in data entry of billing/charge/data (BCD) client encounter forms in PHOCIS PAR for Family Planning and Adult Health programs, as required.
12. Collects money, issues receipts, and follows accounting procedures; accepts donations.
13. Assists with end of day deposit and closing cash drawers.
14. Perform the Performance Management Process for all direct reports and assist in setting employee and program goals.
15. Provide oversight for purging charts and storage of records according to policy and protocol.
16. Oversee the destruction of records in storage and prepare appropriate paperwork for destruction of records.
17. Provide copies of medical records as requested.
18. Assist with Preparing OHCA invoices for certified Medicaid applications for Oklahoma Cares (BCC) and SoonerPlan and route to administration to assure proper and adequate reimbursement.
19. Coordinate clerical PTO and submission of monthly time and effort with Reproductive Health, STD and Immunizations administrative assistant. Report any concerns to Manager.
20. Participate in educational opportunities related to job and update other staff on information obtained.
21. Will routinely work as a clerk when other duties do not require attention.
22. Complete required training in support of duties and responsibilities of this position.

23. Other duties as assigned including those required to fulfill activities in support of public health emergency operations.

QUALIFICATIONS/SPECIFICATIONS:

- Education:** High school diploma or equivalent required.
Two years additional college education or associated degree in office administration preferred.
- Experience:** Two to three years of clerical experience with increased responsibility in programmatic and supervisory duties.
Supervisory experience preferred.
Bilingual preferred.

Skills and Knowledge:

- Keyboarding skills at a speed of 40-50 WPM.
- Knowledge of OSIS/ PHOCIS a plus.
- Proficient in Microsoft Office including Word and Excel.
- Excellent oral and written communication skills. Ability to compose clear, concise correspondence.
- Strong ability to demonstrate and accept diversity in the workplace.
- Good organizational and analytical-thinking skills.
- Good interpersonal and communication skills in maintaining effective working relationships with internal and external customers.
- Excellent skills in organization of multiple duties and coordination of major secretarial tasks.
- Ability to deal with public tactfully and courteously, using good telephone etiquette.
- Positive comprehensive skills with clients in completing forms and records to assure confidentiality in collecting and protecting personal health information (PHI).

Licenses: None.

INTERNAL AND EXTERNAL WORKING RELATIONSHIPS:

- Internal contact with all Health Department divisions to provide and/or gather information and data.
- Frequent external contact with various community agencies, the public, healthcare providers, and Oklahoma State Department of Health personnel to provide, share and gather information and data.

PHYSICAL EFFORT:

Reach filing shelves at a height of approximately seven feet; regular physical effort required to stand for extended periods of time; and lifting boxes weighing up to 25 pounds.

SUPERVISORY RESPONSIBILITY/ACCOUNTABILITY:

Direct Supervision – THD Clinical Clerical Team Members at CRHC.

Indirect Supervision – None.

Budget/Money/Material – Responsible for assigned computer hardware & software equipment, and cash drawer

Reports to – Administrative Supervisor, Manager Reproductive Health, STD, and Immunization, and Division Chief

WORKING CONDITIONS:

Potential exposure to communicable diseases. High volume and fast paced clinic.

SPECIAL REQUIREMENTS:

- Must maintain THD record confidentiality according to HIPAA regulations.
- Must possess ability and willingness to perform job-related travel.

FLSA Status: Non-Exempt