

GRADE: 11
DIVISION: PREVENTIVE HEALTH SERVICES – Reproductive Health and STD

POSITION SUMMARY:

Primarily responsible for administrative and programmatic support and assistance to the Reproductive Health and STD Manager. Diverse responsibility for the functional direction of clerical personnel in the coordination and completion of clerical activities of highly confidential nature. Provides direct supervision to the THD interpreters.

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%):

1. Reliable, consistent attendance and punctual to official duty station and work related meetings/trainings.
2. Provides administrative assistance to the Manager; and composes and/or prepares memorandums, letters, reports, statistical charts, and other documents in accordance with office policies and procedures.
3. Assists the Manager in planning, developing and implementing policies and procedures.
4. Provides functional direction and technical support to the clerical Supervisor and staff.
5. Uses Microsoft Office products, including PowerPoint, Excel, Word, and Publisher with proficiency, speed and accuracy to accomplish tasks. Has the ability and willingness to learn other new software applications including Microsoft Project, Access and statistical analysis programs.
6. Provides complete and detailed data entry of patient demographic, financial and insurance information in the Public Health Oklahoma Client Information System (PHOCIS).
7. Reviews and tracks employees' monthly time sheets for accuracy and forwards corrected copies to Manager and/or Supervisor at the end of the month. Maintains file of employee leave requests and leave summaries.
8. Completes the Performance Management Process for all direct reports and assists in setting employee and program goals. Coaches staff for service excellence.
9. Creates and maintains the monthly staffing calendar for assigned program.
10. Assists with Preparing OHCA invoices for certified Medicaid applications for Oklahoma Cares (BCC) and SoonerPlan and routes to administration to assure proper and adequate reimbursement.
11. Collects money, accepts donations, reconciles daily receipts and prepares close of day report following proper Health Department accounting procedures.
12. Provides relief at front window during staff breaks and as needed; schedules appointments and routes visitors/calls; provides general receptionist information; and verifies insurance eligibility as needed.
13. Maintains flow of interoffice mail, reports, memoranda, policies/procedures and related materials for department. Makes copies of materials and distributes as needed.
14. Serves on various Health Department and intra-department committees with active participation and leadership in related areas.

15. Interviews applicants for open positions. Makes employment and termination recommendations to Manager.
16. Participates in educational opportunities related to job and updates other staff on information obtained.
17. Records and types minutes of staff meetings and distributes to designated staff; and distributes material and information to staff as assigned.
18. Completes required training in support of duties and responsibilities of this position.
19. Other duties as assigned including those required to fulfill activities in support of public health emergency operations.

QUALIFICATIONS/SPECIFICATIONS:

Education: Associate degree in health care, business or related field preferred, equivalent combination of education and experience.

Experience: Two years of responsible administrative and clerical duties required.
Supervisory experience preferred.
Experience as a translator/interpreter preferred.
Bilingual preferred.

Knowledge and Skills:

- Keyboarding skills at a speed of 40-50 WPM.
- Knowledge of OSIS/ PHOCIS a plus.
- Proficient in Microsoft Office including Word and Excel.
- Skills in PowerPoint, Access, and Outlook preferred.
- Multi-task oriented with proficiency in Microsoft Office including Word, Excel, PowerPoint and Outlook.
- Excellent oral and written communication skills. Excellent analytical skills. Ability to compose clear, concise correspondence.
- Ability to accurately produce minutes from staff meetings and documentation assigned by Manager.
- 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:

Occasional physical effort required in lifting charts and boxes of supplies weighing up to 30 pounds; reaching filing rack at a height of six feet; and stooping, bending and squatting in retrieval of files.

SUPERVISORY RESPONSIBILITY / ACCOUNTABILITY:

Direct Supervision – Preventive Health Interpreters.

Indirect Supervision – Reproductive Health and STD clerical support staff.

Budget/Money/Material – Responsible for assigned computer hardware and software.

Reports to – Manager – Reproductive Health, STD

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