



UMATILLA COUNTY POSITION DESCRIPTION



Department: UCo Health
Position Title: Office Assistant III

Employee Name: _____

Effective Date: _____

Job Series: Administrative Support
Union Covered: Yes

Salary Range: 12
BOLI Exempt: No

GENERAL DESCRIPTION OF POSITION

This is the primary position for providing secretarial support and assistance for the entire department.

SUPERVISORY RELATIONSHIPS

Works under the direct supervision of the UCo Health Office Manager. Works closely with all UCo Health staff. Provides assistance to other Office Assistant and Administrative Assistant positions.

PRINCIPAL DUTIES OF POSITION

Office Assistant III Duties

- Act as receptionist; receiving and greeting all clients and visitors professionally and courteously whether for services and/or to provide information. (EE)
- Provide assistance to the operation of the department, which may include: phone coverage, processing incoming and outgoing mail, scanning client forms and records, faxing documents, and other clerical-related functions, as requested. (EE)
- Direct clients, partners and visitors to appropriate venues within the department. (EE)
- Provide program information and assist clients in procedures to access benefits. (EE)
- Interview clients on the phone and in person to assist in determining appropriate needs and services. (EE)
- Explain rules, regulations, programs, and client procedures. (EE)
- Schedule and confirm appointments for clients. (EE)
- If applicable, provide interpretation services for Spanish-speaking clients.
- Perform data input for various software programs, such as but not limited to, INTERGY, ALERT IIS, Ahlers Software, etc. (EE)
- Maintain client confidentiality whether electronically, verbally or in paper form. (EE)
- Obtain client insurance information for entry into medical billing software/web sites from visit forms and route to Accounting Assistant IV/Medical Biller. (EE)
- Responsible for daily maintaining the orderliness of clinic waiting areas, as needed. (EE)
- Responsible for reconciliation of Cash Drawer on a daily basis. (EE)
- Perform errands as requested by clinic personnel. (EE)

- Actively participate in fee and donation collections for services provided. (EE)
- Prepare receipts for all clients receiving services. (EE)
- Enroll clients for services and any other related areas, as appropriate. (EE)
- Create and maintain a system to accommodate clients' requests for services. (EE)
- Draft and prepare client and/or clinic forms, as requested. (EE)
- Responsible for processing Release of Information (ROI) requests. (EE)

Deputy Registrar Duties

- Receive general supervision from the Lead Deputy Registrar. (EE)
- Perform customer service duties in the issuing and processing of vital records; interpret state, local and departmental policies, rules and regulations in response to inquiries; conduct necessary research. (EE)
- Process birth and death certificates pursuant to laws, regulations and standards of the State of Oregon. (EE)
- Review all birth and death application requests, certificates and disposition permits for completeness, legibility, legality, and accuracy of information; research and resolve discrepancies; prepare and maintain records in accordance with State of Oregon guidelines. (EE)
- Coordinate with Oregon Vital Statistics/Records, funeral homes, hospitals, coroners, physicians, and related agencies to gather and verify accurate and complete information for processing birth and death certificates. (EE)
- Issue certified copies of birth and death records; access OVERS online vital statistics records; verify qualifications of recipients. (EE)
- Process funeral home statements, collect and process fees, issue receipts, and reconcile payments in OVERS a minimum of once a month. (EE)
- Act as main informational contact; ensure appropriate procedures are followed; make adjustments to procedures as required and reviewed by supervisor and/or county registrar. (EE)
- Attend webinars, local and state seminars, conferences, workshops, classes, lectures, etc., as appropriate, to enhance and maintain knowledge of trends and developments in vital records mandates and regulations; maintain contacts with the state and other deputy registrars to facilitate exchange of information. (EE)
- Perform other duties as appropriate or necessary for performance of the job of deputy registrar. (EE)

Environmental Health Program Support Tasks

- Assist in processing monies received for licenses. (EE)
- Assist in receiving and reviewing for accuracy all documents and applications submitted in request for licensing. (EE)
- Assist clients with food handler testing and processing of fees and licenses. (EE)

OTHER DUTIES OF POSITION

- Provide backup for other clerical positions in ALL clinic sites. (EE)
- Provide courier service between UCo Health clinic sites, as needed. (EE)
- Attend all staff meetings and other meetings as requested by the Director and/or supervisor. (EE)
- Operate as a resource to the Management Team. (EE)

- Demonstrate full understanding and active participation in fulfilling the guidelines, policies and procedures as outlined in Umatilla County's Personnel Policies, and UCo Health policies and procedures. (EE)
- Assure UCo Health compliance with applicable County, State, Federal and professional regulations. (EE)
- Participate in developing and implementing UCo Health mission and vision, goals, objectives and projects. (EE)
- Represent UCo Health at appropriate levels in local, County and State groups as requested by the Director and/or supervisor. (EE)
- Assist management to develop and maintain staff morale. (EE)
- Operate standard office equipment including fax machines, copiers, printers and computers. (EE)
- Develop and sustain positive working relationships and encourage support of management, management decisions, and management/county decision-making process. (EE)
- Be intuitive and perform duties independently without close supervision. (EE)
- Make accurate mathematical calculations. (EE)
- Communicate clearly and concisely, both verbally and in writing. (EE)
- Accreditation duties: actively participate as an accreditation team member, maintain a basic knowledge of Quality Improvement (QI) based on the Plan-Do-Check-Act (PDCA) model, and actively serve on QI teams and/or identify processes for improvement, as assigned. (EE)
- Participate in occasional after hours or weekend events that may include health fairs, community clinics, and public health emergencies, as needed. (EE)
- Other duties as assigned. (EE)

REQUIREMENTS FOR POSITION

Minimum Requirements:

- High school graduate or GED equivalent required.
- Must possess a thorough knowledge and have at least two (2) years' experience in all aspects of program support, advanced secretarial and clerical functions.
- Ability to deal with the public in a pleasant, calm, tactful manner.
- Ability to maintain confidentiality.
- Possess good verbal and written communication skills.
- Possess a valid Oregon driver's license with a satisfactory driving record.
- Must report to clinic scheduled, unless instructed otherwise, at the beginning of the work day.
- Obtain current certification in cardiopulmonary resuscitation (CPR) within 12 months of hire (offered through UCo Health).
- Ability to pass criminal background check.

Preferred Qualifications:

- Associate degree in business or related field.
- One (1) year of clerical experience in a medical or clinic setting.
- Bilingual in Spanish.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

While performing the duties of this job, the employee is frequently required to walk, sit, bend, talk and hear. The employee is required to use hands to finger, handle, or operate objects, tools, or controls; and reach with hands and arms.

The employee may occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability and adjust focus.

TOOLS AND EQUIPMENT USED

Computer, including word processing, data base, Internet, and spreadsheet programs; calculator, telephone, copy machine, fax machine and postage machine.

WORK ENVIRONMENT

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

While performing the duties of this job, the employee works in an office environment; the employee rarely works in outside weather conditions. The noise level in the work environment is usually quiet.

This description covers the most significant essential and auxiliary duties performed but does not include other occasional work which may be similar, related to, or logical assignment to the position.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee's Signature/Date