

**POSITION DESCRIPTION  
COUNTY OF CASS, INDIANA**

**POSITION:** Receptionist/Clerk  
**DEPARTMENT:** Health  
**WORK SCHEDULE:** Hours as scheduled  
**JOB CATEGORY:** Administrative

**DATE WRITTEN:** September 2011

**STATUS:** Part-Time

**DATE REVISED:**

**FLSA STATUS:** Non-Exempt

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Cass County provides reasonable accommodation to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless the accommodation would cause an undue hardship.

**PURPOSE OF POSITION:**

The incumbent interacts with the public in person and by telephone, and performs various environmental and administrative duties to ensure the efficiency of the Cass County Health Department.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

*The following duties are normal for this position. These are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.*

- Greets Customers, directs them to the proper health department employee by giving their extension for customer to set up an appointment.
- Answers telephone, provides information, forwards calls to correct employee, take detailed messages if employee is not available.
- Checks answering machine for messages and follows up as needed.
- Sorts and distributes mail and packages to proper employee.
- Files, sorts, and collates health department documents as directed by the Administrator
- Take client name and immunization record; make sure proper paperwork is filled out by client before giving to Nurses on shot clinic day.
- Print consent sheets and pull immunization cards for following weeks shot clinic
- File immunization cards and consent sheets from previous weeks shot clinic
- Maintain pamphlet displays located in and outside of the office.

- Assumes duties of Vital Records Clerk as needed, during lunch, breaks, and any other time of absence.
- Assists other employees with typing, filing, copying, assembling reports, etc.
- Prepares receptionist/clerk report for *Board of Health* meetings.
- Distributes water sample bottles and informs customers of proper sampling technique.
- Receives complaints by telephone or in person. Completes proper complaint forms and forwards to appropriate division for investigation. Works with local animal hospital, Sheriffs Department and Animal Warden.
- Provides homeowners and contractors with sewage disposal system installation packets with necessary explanations.
- Accept money for fees and write receipts for all divisions.
- Accepts animal bite reports, forward them to proper agency, file and keep track of all bites reported in Cass County
- Transfers all consents and any other yearly records kept to storage facility yearly.
- Assists Nurses during TB clinic, Lead clinic and Flu clinic.
- Completes TB patient record; copies and mails records to patients' doctor, and any others as necessary.
- Complete Lead reports for Nurses, mail results to parents and doctors. File and maintain all consents.
- Complete Communicable Disease reports on a weekly basis.

### **JOB REQUIREMENTS:**

High school graduate with typing and computer training plus some related experience; or any equivalent combination of education, training and experience which provides the necessary knowledge, skills and abilities.

### **Special Requirements**

- No special license or certification required

### **PHYSICAL EFFORT AND WORK ENVIRONMENT:**

#### **Physical requirements**

- Ability to operate a variety of automated office machines including computer, typewriter, calculator, telephone, printers, fax machine, and copier.

#### **Mathematical Ability**

- Ability to add, subtract, multiply, divide and calculate decimals and percentages.

#### **Language Ability and Interpersonal Communication**

- Ability to comprehend and correctly use a variety of informational documents including complaint forms, consent forms, bite reports, immunization records and other forms
- Ability to comprehend a variety of reference books and manuals including software manuals, employee handbook, and others.
- Ability to prepare various reports, correspondence, paperwork and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, dictation and style.
- Ability to comply with all employer and Department policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.
- Ability to record and deliver information, to explain procedures, maintains confidentiality of restricted information and to follow instructions.
- Ability to use and interpret medical, legal and computer terminology and language.
- Ability to communicate effectively with customers, patients, Health Officer, doctors, nurses, other County personnel, State personnel, and the general public verbally and in writing.
- Ability to competently serve the public with diplomacy and respect, including occasional encounters with difficult/distraught persons.

#### **Environmental Adaptability**

- Ability to work alone with minimum supervision and with others in a team environment in a professional manner, often amidst frequent distractions and interruptions, and on several tasks at the same time.
- Possession of a valid driver's license and a demonstrated safe driving record.

#### **Dress Code**

The Dress Code for Clerical and Administrative is business casual. As per the Cass County handbook, county employees can wear jeans on Fridays.