

**POSITION DESCRIPTION  
COUNTY OF CASS, INDIANA**

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

**DATE WRITTEN:** November 2011  
**DATE REVISED:** December, 2019

**STATUS:** Full Time  
**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 advanced administrative duties to ensure the efficiency of the Cass County Health Department. The incumbent will also be required to assist with the Cass County COVID-19 clinic.

**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 kindly
- Answers telephone, provides information, forwards calls to correct employee, takes detailed messages
- Checks answering machine for messages, follows up as needed
- Sorts and distributes mail and packages as needed
- Files and sorts health department documents as directed by the Administrator
- Takes clients name and immunization record; assists to make sure documentation is completed correctly
- Prints consent forms and pulls immunization cards for clinic
- Files immunizations cards and consent forms
- Maintain pamphlet displays located in and outside of office

- Assumes duties of Vital Records Clerk as needed
- Assists other employees as needed
- Assists Administrator with Board of Health meetings
- Assists with water sample bottles
- Receives complaints by telephone or in person. Completes proper complaint forms and forwards to proper division for investigation.
- Provides homeowners and contractors with sewage disposal system installation packets.
- Accept money for fees and writes receipts for all divisions.
- Accepts animal bite reports, forwards them to proper agency, file and keep track of all bites reported in Cass County
- Assists Nurses during Clinic as needed
- Assists with office tasks as requested by Administrator.

### **JOB REQUIREMENTS:**

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

### **Special Requirements**

- Bi-lingual preferred

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

#### **Physical requirements**

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

#### **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 birth and death certificates, burial permits, paternity affidavits, adoption papers, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including Registrar Manual, medical books, index books, and state code.

- Ability to prepare birth and death certificates, applications, various annual, quarterly, and monthly reports, and other job related documents 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, maintain confidentiality of restricted information, to follow instructions, and to follow state guidelines and regulations,
- Ability to communicate effectively with customers, patients, medical records personnel, State Department of Health personnel, other County personnel, doctors, attorneys, funeral directors, nursing home 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.
- Ability to translate appropriately when necessary.

### **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.

**APPLICANT/EMPLOYEE ACKNOWLEDGEMENT**

The job description for the position Receptionist for the Cass County Health Department describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?

Yes\_\_\_\_\_ No\_\_\_\_\_

\_\_\_\_\_  
Applicant/Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

*Cass County is an Equal Opportunity Employer. In compliance with the Americans With Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.*