# JOB DESCRIPTION

**Date Prepared**: January 2016

Revised: May 2019

**Position Title**: Office Assistant – Bilingual (Spanish)

**Department**: Public Health

**Supervisor**: Public Health Director

**Position Overview:**

The Office Assistant, under the supervision of the Health Director, provides office support services for the administration and the Office Manager/Billing Supervisor of the Morrow County Public Health Department.

**Working Environment**: Work is accomplished from Morrow County Health Department offices. Work will occur in both office locations. Requires frequent travel between offices, up to three times per week. This position may be exposed to communicable diseases, may accompany other Health Department staff off-site for translation support, and may require occasional overnight travel.

**Qualification:**

1. Education: Associates Degree or equivalent in health-related field preferred; High School diploma or GED required.
2. Experience: 6 – 12 months experience in office and clerical work, some of which must be in a health-related setting.
3. Bilingual Requirement - Ability to read, speak and write clearly, and comprehend using correct English and Spanish grammar; language skills necessary to do written and verbal translations of health-related information.
4. Possess a valid Oregon Drivers’ license with satisfactory driving record.
5. Ability to use Telephone, mobile phone, calculator, personal computer, copy machine, postage meter, fax machine, personal protective equipment and automobile.
6. Basic accounting skills, accurate filing ability, proficient word processing, medical coding and billing.

**Physical Job Requirements**:

1. Stand and walk for 30 minutes continuously.

2. Sit in adult chairs for 60 minutes continuously.

3. Lift and carry 25 - 30 pounds occasionally.

4. Reach to shoulder height occasionally.

5. Climb up and down stairs.

6. Hear and see within normal ranges.

7. Work indoors in temperatures between 60 and 90 degrees and outside in temperatures between 25 and 95 degrees.

8. Possess the finger dexterity for writing, typing, and filing.

9. Must have the ability to operate a motor vehicle.

10. May be exposed to communicable diseases.

11. Occasionally requires overnight travel for trainings and meetings, so work schedule flexibility is necessary.

**Mental Requirements:**

1. Ability to read, write and comprehend English in order to read Oregon Revised Statutes and program manuals and complete state mandated reports.
2. Ability to read, write and comprehend Spanish in order to communicate effectively with clients.
3. Ability to perform basic math functions.
4. Ability to perform basic accounting skills.
5. Ability to learn and utilize various software programs for a variety of office functions.
6. Regular and predictable attendance.

**Job Duty Outline:**

1. Ability to learn and implement procedures and practices of Public Health Dept.
2. Ability to effectively use oral and written communication in the performance of duties and responsibilities.
3. Able to function independently and use ethical judgment in making decisions.
4. Ability to work effectively with families and individuals of diverse backgrounds (i.e. teen parents; families with mental health, substance abuse, or domestic violence concerns; families experiencing poverty).
5. Complete required training as directed by the Public Health Director or Office Manager.
6. Willingness to flex schedule with occasional overnight travel as needed.
7. Serve as a cohesive member of the team, participate in problem solving and promote innovation.
8. **Receptionist/Clerical Duties**:
9. Answer multi-line phones answering questions from clients or referring them to proper staff member.
10. Meet and greet clients and other visitors to the office.
11. Assist clients with the completion of forms including OHP (Oregon Health Plan) applications and Food Service test when needed
12. Copy paperwork and forms.
13. Review Family Planning charts as scheduled for completeness and compliance.
14. Maintain files.
15. Pick up mail as needed and deliver to appropriate personnel/places.
16. Process outgoing mail occasionally.
17. Create forms for office use.
18. Maintain client confidentiality at all times.
19. Prepare VARs (Vaccine Administration Record) for services during clinics.
20. Deliver mail to post office as needed.
21. Payments received are reported on a fiscal form at the end of each clinic day.
22. Monitor Credit card check In and Out.
23. **Data**:
24. Collect and scan data into Practice Suite to be used for billing FP (Family Planning) client services.
25. Keep an electronic record of all insurance cards.
26. Enter client information including insurance information into Ahlers system, updating each visit.
27. Enter client services into Ahlers system for billing.
28. Enter immunization client’s demographics into ALERT system.
29. Enter client’s immunization services into ALERT system.
30. Enter CVR visit into Ahlers at time of discharge.
31. Alphabetize all VAR’s and keep in monthly file.
32. **Billing**:
33. Enter clients and third-party payments into Ahlers system
34. Prepare insurance claims and bill to respective insurance companies.
35. Process all EOB’s (Explanation of Benefits) and enter all payments into Ahlers, do write offs as needed.
36. Check client’s eligibility at time of visit for all insurance companies.
37. Follow up with insurance companies when there is a problem with a claim.
38. Keep an electronic record of all insurance cards.
39. Update Ahlers billing system with new or changed information regarding insurance companies at time of client’s admission.
40. Prepare and print day sheet daily.
41. **Vaccines/Immunizations**:
42. Keep accurate accounting of all vaccines in ALERT
43. Complete Vaccine inventory monthly
44. Be able to give information to all client regarding immunizations needed and when they should be given, if there are additional question to refer them to the nurses.
45. Other Duties:
46. Prepare instruments for sterilization by the Hospital.
47. OMC (Oregon MothersCare) Coordinator: Complete screenings, enter data electronically, monitor for completeness at least quarterly, assist clients in accessing Prenatal care, follow-up to assure receiving care and advocate for client as needed.
48. Manage Diaper Bank: Inventory and order additional supplies as needed.
49. Complete NBQs (Newborn Questionnaire) as needed and enter all NBQs into electronic data base.
50. Participate in Public Health Preparedness emergency drills
51. May be required in Public Health emergencies to work irregular hours.
52. Perform any and all other duties as assigned or requested.