

## PROFESSIONAL SUPPORT

### FUNCTION OF THE JOB

Under direction, to assist all staff by welcoming clients to office, answering phone and directing caller to appropriate program staff including WIC, Immunization, environmental health and administration; also general duties as assigned. The position is supervised by the Director of the unit in which the position was announced.

### CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Opens building at 8:00 a.m. and have all lights and equipment turned on ready for beginning of day services; closes building at end of day.
2. Greets public personally or by phone and directs clients to appropriate program staff.
3. Makes appointments for services; transfers calls to appropriate program staff.
4. Completes intake portion of client services for immunization, WIC, and other appointments; compiles charts for programs following appropriate informational guidelines.
5. Enters client information into Cornerstone, ICARE, or other electronic record system for continuance of care.
6. Prints food instruments for WIC program.
7. Keeps clients apprised of appointment delays for services.
8. Collects funds from clients for services provided; records payments received from clients, and forwards all fiscal information to the Coordinator of Administrative Services.
9. Records and stamps any funds coming into agency from any source for deposits; stamps "deposit only" and appropriate agency endorsing stamp on all checks.
10. Compiles and completes deposits according to agency Fiscal Policies; passes deposit documentation and receipts to the Director of Administrative Services.
11. Picks up agency mail, opens, and stamps date received with appropriate date stamp and distributes according to agency Fiscal Policies.
12. Copying, filing and sending appointment reminder cards in a timely manner.
13. Covers other professional support staff during illness, vacation or lunch.
14. Attends meetings and continued educational seminars as directed by supervisor.
15. Sees that front reception area is neat and free of debris; post and update appropriate information and remove information on bulletin boards as needed.
16. Assists all staff as needed and assigned by supervisor.
17. Keeps apprised of postage and copy machines for additional funds or toner.
18. Follows HIPAA guidelines for client charts (personal health information) during opening and ending of day processes.
19. Deliver specimens for shipment to IDPH on date of service.
20. Performs other duties as required.

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QUALIFICATIONS

Training and Experience

1. High school diploma or GED certification.
2. Current valid driver's license and valid auto insurance coverage
3. Valid CPR certificate
4. Must be trained in CPR. If the candidate is not trained at time of employment, training will be provided within a reasonable time by the employer.

Essential Knowledge, Skills and Abilities

1. Ability to utilize multi-line phone system
2. Ability to perform duties on Microsoft programs such as Word, Excel, ICARE, and Cornerstone.
3. Knowledge of programs provided by the health department
4. Good communication skills
5. Ability to work with other staff to keep lines of communication open between client arrival and transfer to appropriate program
6. Understand HIPAA guidelines for confidentiality
7. Must be able to **work** under pressure with deadlines
8. Knowledge of use of calculator, credit card processing machine, fax machine, multi-use copier and postage machine.
9. Have access to vehicle and insurance coverage to be able to travel to post office, between offices and to other area offices as needed.
10. Basic math skills.
11. Other duties as assigned.

WORKING CONDITIONS:

1. This is a non-exempt position.
2. Working environment: Christian County Health Department offices, outreach sites.
3. Hours of work: 8:00 a.m. to 4:00 p.m., Monday through Friday, with a one-hour lunch break (35 hours per week) and other hours as assigned for special clinics. The position may be part or full time depending upon work demands.
4. Travel: Must travel in automobile by self and have a valid driver's license.
5. Work space: Reception/office area with computer and files.
6. Christian County Christian County requires residency for all employees, but this requirement may be waived under certain circumstances.

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PHYSICAL ASPECTS:

- |    |          |                |
|----|----------|----------------|
| a. | Standing | 20% of time    |
|    | Walking  | 10% of time    |
|    | Sitting  | 70% of time    |
| b. | Lifting  | 20 # of pounds |
|    | Carrying | 20 # of pounds |
|    | Pushing  | 20 # of pounds |
|    | Pulling  | 20 # of pounds |

The position may involve some degree of the following: Climbing, stooping, balancing, kneeling, reaching, handling; and may involve spatial senses that including seeing/vision, speaking, hearing, and depth perception.