

DEPARTMENT: Public Health

DIVISION/SECTION: School Based Health Center (Pendleton, OR)

POSITION TITLE: Office Assistant II

JOB SERIES: Administrative Support (Full Time)

SALARY RANGE: 10

UNION COVERED: Yes

BOLI EXEMPT: No

GENERAL DESCRIPTION OF POSITION:

Provides secretarial support and assistance to the Wellness and School Health Supervisor, Nurses, Medical Practitioners, and Mental Health Providers.

SUPERVISORY RELATIONSHIPS:

Works under the supervision of the Wellness and School Health Supervisor. Works closely with all School Based Health Center staff. Provides assistance to other Office Assistant positions as needed and is a part of the Health Department team.

PRINCIPLE DUTIES OF POSITION:

- Act as receptionist, receiving and greeting all clients and visitors professionally and courteously whether for services and/or 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)
- Schedule and confirm appointments for clients. (EE)
- Perform data input for various software programs, such as INTERGY, Scanaway, 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)
- Perform errands as requested by SBHC personnel. (EE)
- Actively participate in fee and donation collections for services provided; prepare receipts. (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)

OTHER DUTIES OF POSITION:

- Provide backup for other clerical positions. (EE)

- Operate standard office equipment including fax machines, copiers, printers and computers. (EE)
- Attend all staff meetings and other meetings as requested by the Director and/or supervisor. (EE)
- Make accurate mathematical calculations. (EE)
- Communicate clearly and concisely, both verbally and in writing. (EE)
- Provide courier service between School Based Health Center, the Health Department, and county offices as needed.
- 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 UCHD at appropriate levels in local, County and State groups as requested by the Director and/or supervisor. (EE)
- Develop and sustain positive working relationships and encourage support of management, management decisions, and management/county decision-making process. (EE)
- Assist management to develop and maintain staff morale. (EE)
- Be intuitive and perform duties independently without close supervision. (EE)
- Report allegations of abuse, neglect and related incidents according to state and federal guidelines. (EE)
- Other duties as assigned. (EE)

ACCREDITATION DUTIES OF POSITION

- Actively participate as an accreditation team member. (EE)
- Maintain a basic knowledge of Quality Improvement based on the Plan-Do-Check-Act (PDCA) model. (EE)
- Actively serve on Quality Improvement teams and/or identify processes for improvement, as assigned. (EE)

REQUIREMENTS FOR POSITION

- High school graduate required; prefer additional college-level coursework in secretarial or office administration fields.
- Must possess a thorough knowledge and have at least two (2) years' experience in all aspects of program support, advanced secretarial and clerical functions.
- Knowledge of accounting procedures and ability to use a ten-key calculator/adding machine.
- Ability to deal with the public in a pleasant, calm, tactful manner.
- Ability to maintain confidentiality.
- Ability to learn and apply office procedures to work situations.
- Ability to keyboard accurately.
- Possess good spelling skills.
- Possess good verbal and written communication skills.

- Ability to follow verbal and written instructions.
- Good organizational 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).