

# MIDLAND COUNTY JOB DESCRIPTION

## CLERK I - HEALTH

**Supervised By:** Clinical Services Director

**Supervises:** None

### **Position Summary:**

Under the supervision of a Clinical Services Director, performs a variety of administrative tasks to assist in the processing of a selection of health department records, and provides administrative support to other staff. Enrolls clients in programs and answers questions on departmental procedures, eligibility requirements, scheduling, and related matters. Creates a variety of forms and documents, completes various documents with information from the client or from file documentation, and assists in maintaining the record keeping systems. Performs data entry and generates reports.

### **Essential Job Functions:**

An employee in this position may be called upon to do any of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Greets the public in person or by telephone. Answers questions regarding departmental procedures and requirements, program requirements, scheduling information, and other activities. Takes messages and schedules appointments for staff and schedules clients for testing, clinics, or programs. Assists clients in filling out forms and reviews documents for proper completion.
2. Receives clients and their families at a clinic. Coordinates initial interview, screens for insurance coverage, gathers background information, and assists in the completion of various forms and applications. Processes applications to verify client information, checking data for accuracy, and completeness. Contacts clients to verify and update information and verify appointments. Makes appointments and refers clients to other providers as necessary.
3. Stays up-to-date on CDC recommendations for immunization, vaccines for children, and the Michigan Vaccine Replacement programs. Verifies immunization coverage for Medicare clients. Upon client or medical facility request, processes electronic medical information to and from other medical offices.

4. Processes clients utilizing the correct procedures and diagnostic codes for self-pay and Medicare charges. Collects and posts payments, makes changes and issues receipt for payment. Reconciles cash and credit card payment.
5. Monitors client folders and electronic medical records assuring proper documents are completed and scanned to ensure appropriate client billing of account. Adjusts and records all related documents, orders, costs for services rendered, and related fees as needed. Collects fees for services and reconciles cash received each day. May assign and post late charges.
6. Assists in the maintenance of departmental filing systems by ensuring proper filing of documents and folders. Retrieves materials from the system and conducts searches for necessary documentation. Enters data such as service activity data, billing information, supplies used, immunization records, case notes, payments, vouchers, client information, changes and deletions of demographic information, and other data.
7. Prepares, sorts, processes and files a variety of forms, applications, and documents, and records in accordance with departmental procedures and program guidelines.
8. Prepares correspondence, reports, forms, minutes, and other documents, using word processing software, following established procedures, or specific instructions. Proof reads documents. May create documents requiring some knowledge of medical terminology and medical transcription.
9. Stocks and maintains supplies, forms, pamphlets, and informational brochures related to clinics.
10. Ensures client records are kept secure, confidential, and are maintained consistent with Health Department policies and procedures and HIPAA guidelines, policies, and procedures.
11. Records animal bites and school reports of disease information per state and local department polices into the Michigan Disease Surveillance System (MDSS).
12. Provides back-up support to department staff as needed.

**IF ASSIGNED TO GENERAL CLERICAL DUTIES:**

13. Greets the public in person or by telephone. Answers questions regarding general health department inquiries, departmental procedures and requirements, proper forms to complete, and directs them to the proper department area as needed. Tracks and forwards any complaints or concerns to appropriate person.
14. Processes and assists clients with completing septic, well permits, food license renewals, and temporary food permits, including receipting fees.

15. Maintains a variety of records and files associated with the Health Department.
16. Maintains inspection records of daycare, adult care, pool, campground, restaurants, and other program inspections as required.
17. Performs mail duties, including mail pick-up and drop-off, opening, sorting, and routing to appropriate office as needed.
18. Orders office supplies for department.
19. Performs other duties as required.

**Required Knowledge, Skills, Abilities and Minimum Qualifications:**

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- High school diploma or equivalent and one year of experience in providing administrative support.
- The County, at its discretion, may consider an alternative combination of formal education and work experience.
- Ability to learn the principles and practices of providing administrative and clinical support, customer service, and basic public relations in public health.
- Ability to learn general office and clinical procedures, scheduling client appointment and referrals, verifying client information for applicable public health programs, maintaining detailed and accurate records, and managing a complex health care file system in both electronic and non-electronic format.
- Ability to learn applicable local, state, and federal laws, rules, and regulations as they relate to maintaining medical files and information, transmission of such files, and public health programs and services.
- Skill in assembling and analyzing data and preparing comprehensive and accurate reports.
- Skill in effectively communicating ideas and concepts orally and in writing.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with County employees, contractors to the County,

representatives of other governmental units, professional contacts, elected officials, and the public.

- Skill in the use of office equipment and technology, including Microsoft Suite and applicable data base applications, and the ability to learn new technologies.

**Physical Demands and Work Environment:**

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to communicate in person and by telephone, read regular and small print, view and produce written and electronic documents, and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office setting, stand, sit, stoop and kneel, use hands to finger, handle, or feel and reach with hands and arms. The employee must lift or push/pull objects of up to 15 lbs. without assistance. Accommodation will be made, as needed, for office employees required to lift or move objects that exceed this weight.

The typical work environment of this job is a business office setting where the noise level is quiet and sometimes moderate. Though applicable safety procedures are documented and utilized, the incumbent may be exposed to unsanitary or unhygienic materials, individuals and situations in the course of performing required duties.