



Tazewell County Health Department

Job Description

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| Job Title: | Program Assistant I |
| Department: | Environmental Health Division, Birth to 5 Division, or Clinical Division |
| Reports To: | Director of Environmental of Health, Birth to 5, or Clinical Services |
| Job Status: | Part Time |
| Grade: | 11 |
| FLSA Status: | Non-exempt |
| Prepared By: | Evelyn Neavear |
| Approved By: | Amy Tippey |
| Approved Date: | 10/13 |

Summary: Performs a wide variety of routine and general office support and customer service activities within assigned department or division. Performs functions typically under the supervision of or in support of other administrative positions.

Essential Duties and Responsibilities:

- Perform customer service and reception duties for the department; provide general and routine information; direct callers and visitors to appropriate department or person; take written messages.
- Issue, receive, type, and process various standardized applications, permits, and other forms; review received forms for completeness; answer routine procedural questions regarding the same; calculate and collect fees.
- Open, sort, and file hardcopy or computer file documents and records; update general information for further processing and maintenance of records; maintain alphabetical, index, numerical, and cross-reference files and filing systems.
- Enter and retrieve data in simple spreadsheets and databases according to established procedure; proof entered data; prepare simple reports and permits.
- Prepare packets of information including binding, stapling, and copying in accordance with specific instruction, distribute packets to appropriate persons including mass mailings.
- Operate routine office equipment to support operations of the department/division including copiers, fax machines, telephone systems, and computers.
- Receive, sort, and process incoming or outgoing mail; distribute mail to office personnel.
- Perform errands or other general assistance in support of a department/division and its personnel.
- Perform other duties as appropriate or necessary for performance of the job.
- Operation of standard office equipment including fax machines, copiers, and computers.
- Simple arithmetic calculations including subtraction, addition, multiplication, and division.
- Routine software and business applications including, but not limited to, word processing, spreadsheets, presentation software, and databases.
- English usage, spelling, grammar, and punctuation.
- Modern office practices and procedures.
- Communicate clearly and concisely, both verbally and in writing.
- Read and comprehend department rules, regulations, policies, and standard operating procedures.
- Provide professional customer service to clients and public.
- Follow written and verbal instructions.

- Perform typing functions within required words per minute.

Supervisory Responsibilities:

This position has no supervisory responsibilities

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Special Requirements: Must abide by all Departmental Policies as presented in the Personnel Policy Manual, any policies/procedures within the Department employed and all other duties as assigned.

- Must take courses for NIMS compliance: Levels- 100a, 200a & 700a

Education and/or Experience:

High School/GED Diploma

Entry level position -no experience required

Certificates, Licenses, Registrations:

Current driver's license

Current auto insurance

Knowledge:

- Knowledge of general office practices.
- Knowledge of filing and general record keeping with the ability to collect, alphabetize, code, numerically rank, sort, and batch documents.
- Knowledge of the core functions and essential services of public health

Language Skills:

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, media, clients, customers, and the general public.

Mathematical Skills:

Ability to apply concepts of basic algebra and geometry. The employee must possess the ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.

Reasoning Ability:

The employee may need to apply common-sense understanding to carry out detailed written/oral instructions. The employee may need to deal with problems involving work flow delays and still meet high standard of accuracy. The employee must possess the ability to manage time and maintain effective organizational levels for the position. The employee may need to make sound decisions in routine situations without supervision. The employee must be able to recognize when a situation should involve supervisory input/action and act upon that need.

Hardware and Software Skills:

The position requires the ability to use a telephone, personal computer and Internet web browser and office productivity software. In using a personal computer, the position requires the knowledge of computers, computer software and printers to include how to turn on/off, open, use and close Internet, word processing, spreadsheet, presentation, calendar, email and Internet software; or connect to a server and an Internet service provider; function of the keys, screens and commands of software; and routine maintenance (ink or toner cartridges, paper) as needed to perform tasks such as import/export files, enter information, and produce and print reports.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this 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 talk or hear. The employee is frequently required to use hands to finger, handle or feel. The employee is occasionally required to stand; walk; sit; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those and employee encounters while performing the essential functions of this 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 occasionally exposed to risk of electric shock. The noise level in the work environment is usually moderate.

Work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

The employee may work indoors in an office setting. The employee may work outdoors and require the ability to climb stairs or traverse varying types of terrain. The employee may need the ability to work productively in an environment where noise levels could be distracting at times. The employee may need the ability to work with a high level of accuracy with frequent interruptions. The employee will need to work in a professional manner with fellow employees and members of the public. The employee will need to work within teams or workgroups on Department related focuses/projects.

Form Created:

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