

# CITY OF OAK CREEK

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**Class Title:** Clerical Help/Clerk-Secretary

**Location:** Civic Center Complex

**Department:** Health Department

**Classification:** Non-exempt

## **Summary Description**

Under the supervision of the Community Public Health Officer with a primary focus in administrative services for the Health Department. Will provide administrative support to public health management and staff, Board of Health, customer service to the public, and perform a variety of clerical duties.

## **Major Duties/Essential Functions**

Provide effective call handling and in-person response to telephone and reception desk inquiries and concerns from residents, customers, visitors and departmental staff. Provide information and answers to questions regarding Health Department services requiring good judgement, confidentiality, knowledge and discretion regarding business of the City and Health Department.

Organize clinic appointments and registration, informed consents, and reminder notices. Maintain filing system of health records for the Health Department.

Support Health Department financial activities including but not limited to maintaining department budget and grant databases; preparing and processing invoices in accordance with City policies; determining customer insurance eligibility and processing health clinic fees for billing to 3<sup>rd</sup> party agencies; and processing payments for health clinic and other miscellaneous fees received in person, by mail, or from an outside source.

Basic data entry to state information systems, city software and/or spreadsheets to prepare and track multiple applications, licenses, forms, and inventory. Assist with spreadsheet data entry and analysis; prepare reports as needed.

Prepare, compile, distribute, and retrieve ordinances, resolutions, public hearing notices, public meeting packets, meeting minutes, agendas; transcribe common council, commission and committee and board meeting minutes and post notices for public meetings. Maintain file of decisions made at committee and board meetings. Attend board and committee meetings and act as secretary - take and transcribe minutes.

Process outgoing mail; open, date stamp, and sort incoming mail.

Prepare high quality daily correspondence.

Research, compile and analyze data for immunizations, Board of Health, Annual Report, grant projects/reports, and other projects or reports as needed.

File, copy/scan, compile, reproduce and distribute documents.

Maintain confidentiality and compliance with HIPAA laws.

Manage supplies and place orders as needed.

Other clerical duties as assigned.

### **Supervision**

Accountable directly to the Health Officer or designee; no supervisory duties.

### **Knowledge**

Modern medical office methods and procedures; office equipment and filing systems; business letter and report-writing techniques; proofreading; statistical and record keeping principles and procedures; medical billing methods and procedures; and basic communicable disease concepts. General knowledge of computers, Microsoft Windows, Microsoft Excel and Word.

### **Skill/Ability**

Ability to speak and understand the English language fluently and use proper grammar, punctuation, and spelling. Interpersonal communications, verbal and written, with a diverse range of people, including the proper handling of emotional situations; ability to establish and maintain cooperative relationships with employees and citizens contacted in the course of work; meeting the public tactfully, and courteously answering questions in person and over the telephone while maintaining client confidentiality. Perform responsible clerical work requiring independent judgment with speed and accuracy; learning, interpreting and applying organizational policies, laws, rules and regulations; word processor typing accurately at a speed of 35 words per minute; making basic arithmetic calculations with speed and accuracy; and communicating with all segments of the community and government. Ability to research and obtain pertinent information through various resources. Ability to use networked personal computer equipment to process, access, retrieve, or input information using Windows, word processing and spreadsheet software or other standardized software common to the work unit or as assigned. Ability to understand and apply principles of personal computer input and output capabilities.

### **Licenses/Certifications**

Must possess and maintain a valid driver's license.

### **Special Conditions of Work**

Potential exposure to contagious diseases and Blood borne pathogens

### **Education/Experience**

Must have a high school diploma or G.E.D. Three years clerical experience required. Minimum of one year experience with insurance billing and payment processing required.

### **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 required to sit, talk and hear. The employee is required to use hands to type, finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Work Environment**

The work environment characteristics described here 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 the essential functions.

The noise level in the work environment is usually quiet and would be representative of a business office.

**Tools and Equipment Used**

The ability to use the tools and equipment listed below is essential to perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Personal computer, including spreadsheet and word processing software; billing software; network computer system; telephone; 10-key calculator; typewriter; copy machine; TDD machine, FAX machine, and various printers.

**Selection Guidelines**

This job is covered by a process that includes, but is not limited to the completion of a formal application, the rating and verification of education and experience, oral interviews and a reference check. Job related tests may be required as determined by the city. All applicants may be required to submit to a stringent medical examination prior to appointment consistent with requirements of the position. All appointees may be fingerprinted and a record check made of local, state or federal authorities. A conviction is not an automatic bar to employment.

***The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.***

Approval: \_\_\_\_\_  
Health Officer

Approval: \_\_\_\_\_  
City Administrator

Revision History:  
November 29, 2021  
May 7, 2020

April 1, 2016  
July 31, 2015  
November 1, 2013  
May 1, 2013