



## POSITION DESCRIPTION

**JOB TITLE:** Administrative Clerk

**DEPARTMENT:** Clinical

**FLSA STATUS:** Non-Exempt

**LOCATION:**

**DATE:**

**REPORTS TO:** Clinical Division Manager

### JOB SUMMARY

The Administrative Clerk performs a variety of clerical, recordkeeping, and customer service tasks to assist with the smooth operation of the organization.

### ESSENTIAL DUTIES, FUNCTIONS, AND RESPONSIBILITIES

- Handles calls and greets clients and staff in a polite, confidential and professional manner.
- Provides general information and provides follow-up action on requests.
- Performs general office duties and completes daily task in a timely and efficient manner.
- Performs basic bookkeeping and banking transactions, including the collection, counting, and disbursement of money per protocol.
- Processes insurance claims in compliance with law requirements
- Schedules and coordinates appointments for all clinical services and accommodates walk-in requests as the schedule allows.
- Completes clinical forms assuring for accuracy and efficiency. Reviews Immunization records to assure accuracy
- Provides clerical support for other Divisions as needed. (WIC, Environmental or other location).
- Conducts clinical record requests for clients, as needed assuring for HIPPA compliance and confidentiality.
- Prints birth and death certificates following state guidelines for distribution.
- Maintains monthly contact with parents/clients assuring that appointments are current.
- Maintains immunization and other clinical records according to State requirements.
- Acts as Deputy Registrar for the county.
- Maintains an awareness of the processes and keeps knowledge base current. Keeps up to date with insurance requirements and legislation.
- Maintains clinic flow, supporting other staff members as needed.
- Accurately maintains records and files within the electronic record, offices and State databases per protocol, updating as necessary.

### TCHD GENERAL PUBLIC HEALTH RESPONSIBILITIES

- Must engage in the TCHD Strategic plan including development, planning and implementation
- Must incorporate TCHD core values of caring, protecting and serving into everyday responsibilities
- Must participate in Continuous Quality Improvement at TCHD by promoting, planning, and/or implementing.
- Must participate in planning and execution of your division Performance management goals.
- Must establish individual performance and professional goals and must accomplish these goals on a yearly basis
- Must take a core competency assessment every 3 years and must establish and create and complete a training plan for improvement.

## EDUCATION & RELATED EXPERIENCE

- Completed high school or equivalent.
- Valid Missouri Driver License and daily access to a reliable and insured vehicle.
- Must be able to drive to multiple locations, community meetings, and trainings
- Computer Literacy

## KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to multitask
- Excellent verbal and written communication skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Excellent team player
- Strong analytical and problem-solving skills including conflict resolution
- Strong supervisory and leadership skills.
- Ability to adapt to the needs of the organization and employees.
- Ability to prioritize tasks and to delegate them when appropriate.
- Thorough knowledge of employment-related laws and regulations.
- Proficient with Microsoft Office Suite or related software.
- Proficiency with or the ability to quickly learn the organization's HRIS and talent management systems.

## PHYSICAL REQUIREMENTS

PHYSICAL TASK	PHYSICAL REQUIREMENTS	FREQUENCY
Sitting	Must be able to remain in a stationary position for long periods of time.	Frequently
Standing	Must be able to remain in a vertical or upright position for long periods of time.	Frequently
Walking	Must be able to move about the work area, from one area to another to perform duties and assist clients.	Frequently
Lifting	Must be able to raise up to 20 pounds of supplies from a lower to a higher position or horizontally from position to position.	Occasionally
Carrying	Must be able to move 20 pounds of documents, supplies, and	Occasionally

	other equipment from one area to another.	
Reaching	Must be able to extend upper extremities in an upward or downward direction to pick up files, work supplies, or other items.	Occasionally
Seeing	Must have visual acuity to make observations and work on a computer.	Constantly
Talking	Must be able to communicate verbally with co-workers, clients, and the general public to exchange information, respond to questions, and solve problems.	Constantly
Hearing	Must be able to receive information through oral communication.	Constantly

## WORKING CONDITIONS

Most duties are performed in an office environment. The office work environment is usually a well-lighted environmentally controlled indoor environment with a moderate level of noise. Work hours may vary depending on the operational activities and required duties. The Director may at times have to address urgent issues outside of regular working hours.

**This job description is only a summary of the typical functions of the job, not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties. The responsibilities, tasks, and duties may differ from those outlined in the job description and other duties, as assigned, may be required. This document does not create an employment contract. Employees are employed on an "at-will" basis and may be terminated at any time. Consistent with all federal and state disability laws, the Taney County Health Department will provide reasonable accommodation when requested by a qualified applicant or employee with a disability, unless such accommodation would cause undue hardship to the organization.**

**I have read and understood this positions description.**

Employee Signature

Date

Managers' Signature

Date