

SHAWNEE COUNTY, KANSAS
Position Description
Office Assistant II (LHD)

POSITION NUMBER: HA1152A, HA1153A, HA1155A, HA1156A,
HA1161A, HA1163A, HA1168A, HA1169A

FLSA STATUS: N

POSITION DESCRIPTION

Under direct supervision, this position performs a wide variety of specialized clerical tasks. Work is performed in a busy office setting including multiple sites and community clinics. On a continuous basis, completes multiple tasks and assists clients. Work involves the exercise of initiative, good judgment, attention to detail and the ability to work with both internal and external customers in a professional and courteous manner. One or more of these positions will be required to speak and write Spanish and English fluently. Performs other duties as required. This position is supervised by the Local Health Agency Support Services Manager.

WORK PERFORMED

- 55% Customer Service/Data Entry.** Assists clients and the general public, both in person and over the telephone. Answers a wide variety of questions regarding Agency services, policies and procedures. Verifies insurance coverage and completes data entry. Verifies and documents demographics. Follows local and state policies. Assures security of cash and checks. Audits entries for completeness and correctness. Updates databases as needed.
- 30% Clerical/Program Support.** Files paperwork and patient files. Processes LHD encounters and enters data for various collection systems. Assists in data collection and preparation of statistical reports as needed. Sorts and distributes mail. Performs mass mailings. Maintains the program inventory according to established procedures.
- 10% Accounting.** Collects and deposits payments to patient accounts for services and makes deposits daily. Makes change where necessary.
- 5% Departmental Support.** The individual may drive to various satellite locations and work as needed. Participates in public service events and specialized clinics.

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KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of:

- General office machines and modern office practices.
- The English language, spelling, grammar and arithmetic computations.
- The operation and minor maintenance of various office equipment.

Ability to:

- Work under pressure and manage multiple tasks.
- Portray a positive image of the Agency over the phone or in person.
- Work with individuals from a variety of cultural backgrounds.
- Establish and maintain effective working relationships with employees and the general public.
- Maintain confidentiality.
- Maintain flexibility in work assignments.
- Follow oral and written instructions.
- Interpret and apply Federal, State, and County laws, resolutions, rules and regulations.
- Communicate effectively, both orally and in writing, using the English language.
- Make routine arithmetical computations accurately and with reasonable speed.
- Operate and perform minor maintenance on various office equipment.
- Understand various essential computer software programs.
- Meet department performance and quality standards.
- Speak and write fluently and correctly in English and Spanish.

Skill in:

- The use of computer software and applications.
- Working with diverse populations.

PHYSICAL REQUIREMENTS

N-Never O-Occasional (1%-33%) F-Frequent (34%-66%) C-Continuous (67%-100%)

	N	O	F	C		N	O	F	C		N	O	F	C
HANDS					BODY/TRUNK					OTHER				
Reaching				X	Sitting			X		Driving		X		
Pushing/Pulling		X			Bending			X		High Elevation		X		
Climbing		X			Reaching			X		Unprotected Heights	X			
Throwing		X			Lifting-20 lbs.		X			Around Moving Machinery		X		
ARMS					Carrying		X			Driving Automotive Equipment		X		
Reaching				X	Jumping	X				Exposure to Dust, Gases and Fumes		X		
Lifting-20 lbs.			X		Twisting			X		Cramped Body Position	X			
Pushing/Pulling		X			Squatting		X			Sustained Positions		X		
Carrying			X		Turning			X		Noise Levels (Excessive)		X		
Throwing		X			LEGS/FEET					Electrical Hazards	X			
EYES					Walking			X		Slippery Surfaces	X			
Near Vision				X	Standing			X		Work Above Ground	X			
Far Vision				X	Sitting			X		Work Below Ground	X			
Color Vision				X	Carrying		X			Irregular Surfaces	X			
VOICE					Climbing		X			Moving Objects	X			
Talking				X	Jumping	X				In High Volume Traffic		X		
EARS					Turning		X			Exposure to Marked Changes in				
Hearing				X	Lifting-20 lbs.		X			Temperature and Humidity	X			

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EQUIPMENT USED

Personal Computer	Printer	Telephone	Misc. Office Equipment
Fax Machine	Photocopier	Office Furniture	

MINIMUM QUALIFICATIONS

High School Diploma or GED Certificate.

One (1) year of clerical experience or one (1) year of experience in the Office Assistant I classification. Three (3) semester hours of college course work from an accredited college or university or ninety (90) clock hours from an accredited vocational school in business, office administration or closely related field may be substituted for the required experience.

Required to type thirty-five (35) words per minute.

One (1) or more of these positions will be required to speak and write Spanish and English fluently.

SPECIAL REQUIREMENTS

Required to pass a pre-employment physical/drug screen and pass a written and oral Spanish interpretation test.

Required to lift up to twenty (20) pounds.

This Position Description is not designed to list all tasks and responsibilities of this position. Shawnee County reserves the right to revise or change job duties as the need may arise. This Position Description does not constitute a written or implied contract of employment.

I have read and understand the duties and requirements for this position.

_____	_____
Employee's Signature / Printed Name	Date

_____	_____
Administering Supervisor's Signature / Printed Name	Date

_____	_____
Appointing Authority's Signature / Printed Name	Date

Created: 02/04
Revision History: 2/15