



JOB DESCRIPTION

<i>Title</i>	Program Assistant III – Lead		
<i>Department</i>	Public Health	<i>Job Class</i>	A 14 3
<i>Driving Required</i>	No	<i>Safety</i>	Yes
<i>Labor Union</i>	AFSCME Local 2746 Courthouse/Roads		<i>FLSA</i> Non-exempt
<i>Created</i>	Jan 2022	<i>Reviewed</i>	<i>Revised</i>

Purpose

Provides a high degree of specialized knowledge skills, and experience in clerical, administrative, and customer support to assigned program(s). Responsibilities include advanced word processing, document preparation, data entry and retrieval, file maintenance, and reception/customer service duties for clients of the program(s).

Essential Functions

A person employed in this classification must possess the capability to perform the following duties to be considered for this position. The duties are essential functions requiring the critical skills and expertise needed to meet the job objectives. Additional specific details of these essential functions may be provided by the specific office or department job announcement, if applicable.

- Serves as primary point of contact between Oregon Reproductive Health (RH) program and Clatsop County; may update non-clinical protocols and procedures upon request of the Clinic Manager/Nursing Supervisor. and submit monthly, quarterly, and annual reports when directed by the Clinic Manager/Nursing Supervisor; ensures staff training compliance while under the supervisor of the Nursing Supervisor and/or Clinic Manager.
- Provides direct support to clinical operations and patient care teams to facilitate the optimal use of the EMR application; identifies opportunities for efficiencies; identifies, assesses, and troubleshoots application and equipment issues and/or refer to other support providers. Represents the department as the County Health Registrar and assigns/trains Deputy Registrar.
- Accurately enters and retrieves data from computer files, including complex or technical materials (e.g., legal forms, formal documents, complex records). Processes, records, files, and distributes reports in a timely manner to appropriate parties.
- Processes transactions, computes or verifies data, fees, or payments; accurately transmits, screens, or conveys information using proper formats, documents, and procedures.
- Researches and compiles data from a variety of sources, some confidential. Checks completed materials for accuracy and compliance.
- Performs clerical and administrative duties within programs; may include scheduling, taking notes and minutes for meetings, coordination of workflow within and outside the program.



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- Performs program reception and customer service duties. Professionally greets visitors, responds to incoming phone calls, provides accurate and timely responses to inquiries and complaints, and sends/receives emails and maintains ongoing communication with the public.
- Provides program information and policy interpretations related to program services.
- Creates a variety of documents such as letters, memos, reports, charts, forms, agendas, spreadsheets, tables, minutes, and legal documents. Verifies and corrects grammar, spelling, and formatting. Updates and maintains spreadsheets, databases, and reports and tracks/logs data for the program(s).
- Performs advanced bookkeeping-related functions for program(s); may include funds tracking, invoicing, balancing daily receipts, processing purchase orders, and depositing funds.
- Sorts, arranges, files, and maintains documents and records; reviews files for completeness and accuracy; updates and purges files according to program guidelines.
- Works independently to plan and arrange own work sequence; prioritizes projects and assignments, provides backup support to staff when needed, and reports operating problems to supervisor.
- Coordinating with supervisor, maintains, amends, or develops department procedures, routines, and filing systems.

Mandatory Qualifications

- Education and Experience
 - Minimum high school diploma / GED
 - Three (3) years specialized training and experience in the clerical and/or administrative field or any satisfactory combination of experience and training
- Skills
 - Advanced knowledge of clerical and administrative support profession
 - Advanced record-keeping skills
 - Knowledge of advanced bookkeeping-related functions
 - Ability to read and write proficiently
 - Excellent customer service and problem-solving skills
 - Knowledge of office procedures and operation of various office equipment
 - Advanced data entry and computer operations skills including EMR
 - Working knowledge of PC and word processing software

Desired Qualifications

- Ability to read and write Spanish



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- Some college-level courses in business management, accounting principles, and techniques of project management or other related field
- Knowledge of specific PC word processing software utilized by the county and previous experience in an administrative position with a county department
- Experience with EMRs.

Physical Demands

May require moving materials, books, files, etc. up to 50 pounds. Long durations of sitting or standing.

Clatsop County is committed to providing reasonable accommodations as required by the Americans with Disability Act (ADA). Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential functions and/or physical demands.

Working Conditions

Professional office setting

Supervisory Responsibility

No supervisory responsibilities.