



JOB DESCRIPTION

Title	Administrative Assistant II	Created	Feb. 2022
Department	Public Health	Revised	January 2024
Job Class	A 12 3	Safety Sensitive	Yes
Labor Union	AFSCME Local 2746 Courthouse/Roads	FLSA	Non-exempt

Purpose

Provides a high degree of specialized knowledge skills, and experience in clerical, administrative, and customer support to the Public Health department. 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.

- Performs clerical and administrative duties within a department/program; may include scheduling, taking notes and minutes for meetings, coordination of workflow within and outside the department/program.
- Performs a variety of communication support services in the areas of community engagement, marketing, and internal and external organizational communications; includes advanced word processing, document preparation, report writing, data tracking, research and analysis, customer service, and managing several ongoing projects and tasks as assigned.
- Provides direct support to clinical operations and patient care teams to facilitate the optimal use of the EMR application; identify opportunities for efficiencies; identifies, assesses, and troubleshoots application and equipment issues and/or refer to other support providers. May represent the department as the County Health Registrar.
- Performs department 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.
- Receives, transfers, or refers calls to appropriate sources; provides basic program information and policy interpretations related to department/program services.
- Accurately enters and retrieves data from computer files, including complex or technical materials (e.g., legal forms, formal documents, complex records); interprets data for proper input to program formats. Processes, records, files, and distributes reports in a timely manner to appropriate parties.



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- Processes transactions, computes or verifies data, fees, or payments; accurately transmits, screens, or conveys information using proper formats, documents, and procedures.
- Performs advanced bookkeeping-related functions for program; may include funds tracking, invoicing, balancing daily receipts, processing purchase orders, and depositing funds.
- 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 department/program.
- Sorts, arranges, files, and maintains documents and records; reviews files for completeness and accuracy; updates and purges files according to department/program guidelines.
- Researches and compiles data from a variety of sources, some confidential in nature. Checks completed materials for accuracy and compliance.
- Prepares and publishes notices, including social media postings and webpage management, as directed and in accordance with established procedures and policy requirements. Checks completed forms and documents for accuracy and compliance prior to distributing the information through public or internal communication channels.
- 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.
- In coordination with supervisor, maintains, amends, or develops department procedures, routines, and filing systems.

Required Qualifications

- Minimum high school diploma / GED
- Minimum two (2) years of training and experience in a professional environment or any satisfactory combination of experience and training
- Bilingual Spanish and proficiency with intercultural communication, including ability to read, write, and speak Spanish

Desired Qualifications

- Able to read and write Spanish.
 - 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.
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Knowledge, Skills and Abilities

- Advanced knowledge of clerical and administrative support profession
- Advanced record-keeping skills
- Thorough knowledge of advanced bookkeeping-related functions
- Ability to read and write proficiently
- Excellent customer service and problem-solving skills
- Thorough knowledge of office procedures and operation of various office equipment
- Advanced data entry and computer operations skills
- Working knowledge of PC and word processing software

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

Works under the direct supervision of the assigned supervisor, department head, or management personnel. Supervision of employees is not a normal responsibility assigned to this position.

THE ABOVE DESCRIPTION COVERS THE MOST SIGNIFICANT DUTIES PERFORMED BUT DOES NOT INCLUDE OTHER OCCASIONAL WORK, THE INCLUSION OF WHICH WOULD BE IN CONFORMITY WITH THE FACTOR DEGREES ASSIGNED TO THIS JOB.

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