



Barry County Health Department
90 Barry County Drive, PO Box 207
Cassville, MO 65625
417-847-2114 FAX 417-847-2116
www.barrycountyhealth.com

Job Title: Clerk
Schedule: Full time
Reporting Supervisor: Clerical Supervisor

PRIMARY PURPOSE OF JOB

The BCHD clerk will greet patients, activate patient files, and move patients through a pre-determined schedule of appointments at the BCHD office. Provides a variety of clerical services such as answering phones; scheduling appointments; interviewing internal and external customers to establish services needed; establishing and maintaining data files. This position requires general knowledge of both public health and partner agencies and to know general interpretations of all BCHD program requirements.

KNOWLEDGE, SKILLS, AND ABILITIES

- Welcomes clients and visitors to the office by greeting clients and visitors in person and on the telephone and answering inquiries or referring questions to other staff members.
- Attention to detail to ensure all tasks are completed to a high standard, such as taking detailed telephone messages.
- Must maintain strict confidentiality and discretion to the sensitive services that are provided and in compliance with HIPAA guidelines.
- Schedules appointments for department to optimize client satisfaction, considering the provider or BCHD staff time and most effective use of scheduling rooms for evaluation. Prepares a daily schedule of visits for each provider if needed.
- Checks clients in for appointments, determines eligibility for services and collects insurance information.
- Ability to keep accurate reports and records.
- Retrieves clients' files from the electronic system, checks for correct sequence of required information and inserts new patient information, and checks client in system to indicate they are present.
- Assists clients with incoming required information questions.
- Endeavors to keep clients on schedule by reminding of delays.
- Assists ill or distraught clients as necessary.
- Maintains reception area in a neat and orderly condition.
- Assist with mail as needed.
- Participates in office emergency routine when required. Summons ambulance or EMS or assists other staff members as needed.
- Responsibilities of the BCHD Clerk include familiarity with partner agencies in the area to refer the public to meet their identified needs if these needs or services are not offered within BCHD.
- Provides referral lists for preventative or community services not available through BCHD to other partner agencies if needed.
- The Clerical position must manage their assigned office tasks while answering calls, preparing requested documents, making copies, scanning documents, faxing needed records/documents.
- Prints birth/death certificates as needed.
- Knowledge of the core functions and essential services of public health.
- Knowledge of general office principles and practices.



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- Knowledge of software applications relative to the position assignment.
- Knowledge of proper English grammar, usage, and spelling.
- Knowledge of action tracking on specific work assignments or other items related to work position.
- Average keyboarding skills.
- Oral and written communications skills.
- Organizational skills.
- Customer service skills – in person and via telephone (discretion, patience, etiquette, professionalism).
- Time management to adhere to contract requirements.
- Ordering office and clinical supplies under the direction of Administrative Assistant as needed.

ADDITIONAL RESPONSIBILITIES

- Performs related work/duties as required/assigned.

EDUCATION, TRAINING AND EXPERIENCE REQUIREMENTS

- A high school diploma or equivalent GED is required.
- Two years of formal education and/or work experience in the public health or system support experience is preferred.
- National Incident Management System (NIMS)/Incident Command System (ICS) 100, 200, 700 and 800 certifications within first six (6) months of employment required.
- Successful completion of all department specific credentialing within the first six (6) months of employment.
- Must possess a valid driver's license and have a good driving record.

PHYSICAL CONTEXT AND WORK ENVIRONMENT

Physical Requirements	Percentage of Work Time Spent on Activity			
	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to see to read documents and use computer and greet visitors.				X
Hearing: Must be able to hear well enough to communicate with staff and general public.				X
Sitting: Must be able to sit for long periods of time.				X
Standing/Walking: Must be able to move about the work area.	X			
Climbing/Stooping/Kneeling: Must be able to stoop or kneel to pick up items off the floor.	X			
Lifting/Pulling/Pushing: Must be able to lift, push, and pull up to 30 pounds, and reach overhead, with or without reasonable assistance.	X			
Grasping/Feeling: Must be able to type, handle documents, grip objects and equipment, and use equipment and electronic devices.				X
Motor Coordination: Must be able to accurately gauge lengths of time and distance and have the ability to maintain focus.				X



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WORKING CONDITIONS

Normal working conditions in an office environment absent extreme factors. Occasional after hours or weekends may be required for attendance at local community events. Must be able to be fitted and must wear NIOSH 95 mask when necessary.

The statements herein are intended to describe the general nature and level of work being performed, but are not to be seen as a complete list of responsibilities, duties, and skills required of personnel so classified. Also, they do not establish a contract for employment and are subject to change at the discretion of the employer.

Employee Signature

Date