East Shore District Health Department
Position Description
Administrative Assistant

Location: East Shore District Health Department, 688 East Main Street, Branford, CT
Reports to: Public Health Nurse or designee
Position Status: Hourly - Part Time
Weekly Hours 12-16 hours (flexible)
Salary: Negotiable - Depending on Experience

General Statement

The department is responsible for carrying out the core functions of local public health and fulfilling its requirements under the CT Public Health Code and local health regulations. The department’s primary concern is to initiate, coordinate, develop and implement programs to meet the district’s public health needs. The candidate for this position must have a flexible work schedule to meet the needs of the local health department to include nights and weekends when necessary.

Position Summary

A person in this position performs routine and complex clerical, secretarial and administrative work, keeps official records, provides administrative support for Opioid Programs and will also assist in the administration of the standard operation policies/procedures of the health district. This position is under the direct supervision Public Health Nurse or designee. Although the position will primarily focus on providing support for Opioid Prevention Initiatives, the position will also provide support to the Health Department’s Administrative Assistant.

Essential Functions and Responsibilities

Note: The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. Other duties not listed may apply.

- Supplies reports and maintains data for opioid programs.
- Makes appointments for trainings and educational programs.
- Orders, picks up, arranges payment, and logs food purchases for opioid programs.
- Maintains opioid database and creates monthly reports.
- Performs clerical and office support functions.
- Answers phones and assists with inquiries from the public.
- Office counter assistance, including accepting payments/fees, preparing written receipts for payments.
- Assists with keeping the office workload organized and tracked.
- Assists with application, permit and licensing process.
- Develops and maintains written procedures for duties performed.
- Supports and promotes programs offered by the ESDHD, including off-hour health fairs and events.
- Medical billing and record keeping for the health district.
- Assists Bookkeeper with billing and accounts receivable for the health district.
- Prepares reports for monthly meeting of related to the health district.
- Maintain district files, logs and schedules.
- Maintain inventory and re-order office supplies as required by supervisor.
- Type all correspondence and reports for normal business operation as requested.
- Other duties as assigned by Director, Assistant Director, Public Health Nurse, and Bookkeeper/Office Administrator.
- Assists in the procurement of department material and supplies.
- Operates office machines as required.
- Receives, stamps and distributes incoming mail, processes outgoing mail as needed.
- Composes, types, and edits a variety of correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy, and completeness.
- Establishes and maintains filing systems, control records and indexes, using moderate independent judgment.
- Schedules appointments and performs other administrative and clerical duties.
- Other general office functions/duties as needed in absence of bookkeeper/Office Administrator.

**Tasks**

- Manage and maintain office calendar/schedules and opioid program activities as necessary.
- Prepare invoices, reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database, or presentation software.
- Read and analyze incoming memos, submissions, and reports to determine their significance and plan their distribution.
- Open, sort, and distribute incoming correspondence, including faxes and email.
- File and retrieve department documents, records, and reports.
- Greet visitors, screen and prepare application/files as needed to assist field staff and health program leads.
- Prepare responses to correspondence containing routine inquiries.
- Perform general office duties such as ordering supplies, maintaining records management systems, and performing basic bookkeeping work.
- Prepare agendas and make arrangements for committee, board, and other meetings.
- Take staff meeting minutes.

**Knowledge**

- Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Customer and Personal Service — Knowledge of principles and processes for providing citizen and personal services. This includes citizen needs assessment, meeting quality standards for services, and evaluation of citizen satisfaction.
- Computers and Electronics — Electronic equipment, and computer hardware and software, including applications and programs.
- Administration and Management — Knowledge of business and management principles involved in strategic planning, bookkeeping, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

**Skills**

- Active listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Reading Comprehension — Understanding written sentences and paragraphs in work related documents.
- Time Management — Managing one's own time and the time of others.
- Speaking — Talking to others to convey information effectively.
- Writing — Communicating effectively in writing as appropriate for the needs of the audience.
- Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.
- Coordination — Adjusting actions in relation to others' actions.
- Monitoring — Monitoring/Assessing performance of yourself or the organization to make improvements or take corrective action.
- Service Orientation — Actively looking for ways to help people.
- Medical Billing – working with insurance companies and transmitting insurance information.

**Work Activities**

- Performing Administrative Activities — performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Interacting with Computers — Using computers and computer systems (including hardware and software) to set up functions, enter data, or process information.
- Getting Information — Observing, receiving, and otherwise obtaining information from all relevant sources.
- Communicating with Supervisors, Peers, or Subordinates — Providing information to Administrative Assistant, Director of Health, co-workers by telephone, in written form, e-mail, or in person.
- Establishing and Maintaining Interpersonal Relationships — Developing constructive and cooperative working relationships with others and maintaining them over time.
- Organizing, Planning, and Prioritizing Work — Developing specific goals and plans to prioritize, organize, and accomplish your work.
- Communicating with Persons Outside Organization — Communicating with people outside the organization, representing the organization to the public, government, and other external resources. This information can be exchanged in person, in writing, or by telephone or e-mail.
- Documenting/Recording Information — Entering, transcribing, recording, storing, or maintaining information in written or electronic form.
- Identifying Objects, Actions, and Events — Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
- Scheduling Work and Activities — Scheduling events, programs, and activities, as well as the work of others in absence of Administrative Assistant.

**Work Context**

- Telephone — This position will communicate with public and professionals over the telephone.
- Contact with Others — This position requires the worker to be in contact with others (face-to-face, by telephone, or otherwise) in order to perform it.
- Face-to-Face Discussions — This position has face-to-face discussions with individuals or teams.
- Electronic Mail — This position requires the use of electronic mail.
- Letters and Memos — This position requires the writing of letters and memos.
- Importance of Being Exact or Accurate — This position requires a high percentage of being very exact or highly accurate in performing its tasks.
Work with Work Group or Team — It is important that this position be able to work with others in a group or team.

Importance of Repeating Same Tasks — There is some degree of importance to this position repeating the same physical activities (e.g., key entry) or mental activities (e.g., checking entries in a ledger) over and over, without stopping.

Field Assignments — As necessary, this position will require participation in health fairs, flu clinics, distribution of flyers, public health preparedness training/outreach and other district health related activities.

Work Styles

- Cooperation — Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.
- Attention to Detail — Job requires being careful about detail and thorough in completing work tasks.
- Dependability — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
- Integrity — Job requires being honest and ethical.
- Concern for Others — Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job.
- Self-Control — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.
- Adaptability/Flexibility — Job requires being open to change (positive or negative) and to considerable variety in the workplace.
- Stress Tolerance — Job requires accepting criticism and dealing calmly and effectively with high stress situations.
- Independence — Job requires developing one's own ways of doing things, guiding oneself with little or no supervision, and depending on oneself to get things done.
- Initiative — Job requires a willingness to take on responsibilities and challenges.

Education and Experience

- Graduation from a high school or GED equivalent with specialized course work in general office practices such as typing, filing, accounting and bookkeeping, medical billing and two (2) years of increasingly responsible related experience, or any equivalent combination of related education and experience.
- Training in vocational schools, related on-the-job experience, or college degree is preferred.

Selection Guidelines

- Formal application, rating of education and experience; oral interview and reference check; job related tests may be required. The successful completion of a background investigation may be required.

- This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

- The probational period for this position will be one-year from date of hire.
Licenses; Certifications; Special Requirements

- Must possess and maintain a valid driver’s license.
- Must possess and maintain all applicable financial and public health certifications as required the State of Connecticut and/or ESDHD.
- Must satisfactory complete a background check and drug screening.
- Bilingual candidates highly desirable.
- Computer skills, including knowledge and proficiency of Microsoft Office.
- May be required to obtain additional certification as a result of legislative requirements.

Physical Demands and Working Conditions

Work is performed in an office environment and may include various community settings with travel to outside district sites. Ability to reach and bend, and push/pull or lift objects less than twenty (20) pounds. Work may be performed outside of normal business hours to respond to emergency situations and/or Public Health District needs. May be exposed to body fluids, hazardous wastes material, toxins, and/or poisonous substances.

HOW TO APPLY:
Please send a letter of interest and a copy of your resume to Rita Foster at rfoster@esdhd.org or mail it to the East Shore District Health Department at 688 East Main Street, Branford, Connecticut 06405.

The salary range for this position is dependent on qualifications. This is a grant funded position. Applications will be taken until this position is filled. Equal opportunity employer - Women, minorities, veterans and people with disabilities are encouraged to apply.