



**WINNEBAGO COUNTY HEALTH DEPARTMENT  
JOB DESCRIPTION**

Job Title	Environmental Health Part Time Clerical
Center	Environmental Health
Reports To	Environmental Health Supervisor
FLSA Status	\$10.51 / hr.
Grade Level	10
Date Created/Reviewed	August 3, 2017

**POSITION SUMMARY**

The Environmental Health Part Time Clerical position provides clerical support necessary in the provision of quality services for Health Department clients across multiple programs.

**ESSENTIAL FUNCTIONS:**

Under general supervision of Environmental Health Supervisor, the EH Part Time Clerical performs the following essential functions within the framework of Winnebago County Health Department's provision of the core functions and essential services of public health:

Specifically, Environmental Health Part Time Clerical duties include:

- Under supervision, review, process, track all temporary/special event applications
- Process money and reconcile receipts
- General data entry and filing

**Leadership and Systems Thinking**

- Adheres to WCHD policies, procedures and standards, in assisting clients and staff.
- Contributes to a work environment where continuous quality improvements in service and professional practice are pursued.
- Works as a multifunctional team member to respond to clients' needs efficiently.

**Public Health Sciences**

- Participates in a comprehensive public health quality assessment and improvement plan for the Department.
- Maintains records by creating, pulling and filing records as needed for program services to keep Environmental Health Improvement Center running smoothly

### **Community Dimensions of Practice**

- Works within various applications to assist clients in utilizing all local resources available to them.
- Provides client with information within the scope of knowledge by giving program information, referring to the appropriate staff or community resources to educate clients and meet their needs.

### **Analysis and Assessment**

- Provides data to WCHD staff, as requested, in order to perform data analyses.

### **Policy Development and Program Planning**

- Provides input and suggestions on work flow and other quality improvement initiatives to improve the client experience and/or customer service.

### **Communication and Cultural Competency**

- Courteously greets and offers assistance to clients presenting for services.
- Answers telephone with professional greeting, responding to inquiries and/or complaints; and responds to voice mail messages in a timely manner.
- Staff members with multi-lingual competencies will help interpret information to non-English speaking clients as needed, and able to provide both verbal and written interpretation to help make sure multi-lingual clients have a clear understanding of the information.
- Utilizes appropriate communication methods for interacting effectively and professionally with persons of all ages and from diverse cultural, socioeconomic, educational, racial, and ethnic, sexual orientations, lifestyles and physical abilities.
- Adheres to ethical principles and Winnebago County and Winnebago County Health Departments' policy in the collection, maintenance, use, and dissemination of data and information.

### **Financial Planning and Management**

- Designated staff will be responsible for cashier responsibilities for programs by collecting money for services rendered to ensure fiscal and grant requirements are met.
- Participates in activities such as time studies that contribute to the development of budgets and the efficient use of resources.

### **Other**

- May be asked to assist clients with food menu options to determine risk, food stand set up protocols, providing informational packets and asking for contact information.
- Appropriately responds to requests for information from internal and external sources with proper documentation.

- Performs public health emergency response duties as assigned and consistent with training provided, in response to threats to the public's health consistent with job classification.
- Participates in Department and community emergency response training and drills in support of public health emergency and disaster preparedness consistent with job classification.
- Assumes responsibility for own professional growth and development by pursuing education, participating in professional committees and work groups and contributing to a work environment where continual improvements in practice are pursued.
- Performs other duties as assigned consistent with job classification.

**BEHAVIOR EXPECTATIONS:**

- Treats others with courtesy, respect and a caring manner in all interactions.
- Continually looks for, suggests and works on better ways to conduct work.
- Be open to new ideas and changes; encourages others to do the same.
- Willingly flexes to meet changing workload demands and priorities.
- Treats each employee as an equal and valued member of the team and works cooperatively with other employees to complete work.

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

**Education, Licensure, Certifications, Experience**

- High School diploma or GED is required.
- Preferred or must complete their Illinois Food Service Managers Certification within 60 days of employment at their own expense
- Must participate in assigned trainings, including on-line training in the National Incident Management System (NIMS) offered through the Federal Emergency Management Agency to obtain the following certifications:
- Within 6 months of employment: ICS 100 and ICS 700
- Successful completion of WCHD HIPAA Training.
- Valid driver's license, current certificate of vehicle insurance, and access to reliable transportation to all assigned work locations.
- Preference will be candidates who are proficient in written and verbal communication in a second language.

**Leadership and Systems Thinking Skills**

- Intermediate skills with problem solving and conflict resolution.
- Able to incorporate ethical standards of practice into all interactions with individual, organizations and communities.
- Contribute to development of a vision for a healthy community.
- An understanding and application of HIPAA Rules and Regulations to both individual and population-based healthcare.

### **Public Health Sciences Skills**

- Knowledge of the core functions and essential services of public health
- Knowledge of national public health accreditation standards and Illinois requirements for certified local health departments.

### **Analysis and Assessment Skills**

- Knowledgeable in use information technology in accessing, collecting, analyzing, using, maintaining, and disseminating data and information.

### **Policy Development and Program Planning Skills**

- Contribute to health improvement planning projects as needed.
- Provides input on policies, procedures and programs.

### **Communication and Cultural Competency Skills**

- Proficiency in written and oral communication including in person, through print and electronic means for targeted population.
- Proficiency in assuring that cultural, social, and behavioral factors play a significant role in the accessibility, availability, and delivery of public health.

### **Financial Planning and Management Skills**

- Performs job functions adhering to Department policies and procedures.

### **Other**

- Must successfully complete a pre-employment/post offer drug screen.
- Must successfully complete a pre-employment/post offer background check, which may include; criminal and civil claims, credit report, finger printing, etc.
- Must possess and maintain a valid driver's license, current certificate of vehicle insurance, and access to reliable transportation is required.
- Proficiency in use of advanced computer skills: email, word processing, databases and spreadsheets.
- Proficiency in the Health Department/County's data systems, such as: CDP.
- Ability to work longer shifts, nights, and weekends to meet operational needs as determined by management.
- Ability to meet the physical demands of the Essential Functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Engages in the following movements: Sitting, standing, walking, reaching and writing/typing frequently; climbing, balancing, stooping, kneeling, crouching, lifting, fingering, grasping, and feeling occasionally.
- Must be able to lift and/or move up to 10 pounds frequently and 30 pounds occasionally.
- Hearing ability sufficient enough to communicate with others effectively in person and over the phone
- Visual ability must be sufficient enough to read documents, computer screen and drive a car.
- Must be able to be fitted and wear NIOSH 95 mask, in conjunction with emergency preparedness.

#### **TOOLS AND EQUIPMENT USED**

Must be able to use multi-line telephone, fax machine, copy machine, calculator, computer, scanner and printer.

#### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job the employee works in a typical office environment. The employee is exposed to noise from close working conditions and significant work pace/pressures.