

**Oneida County
JOB DESCRIPTION**

JOB TITLE: Support Specialist
DEPARTMENT: Health
Reports To: Public Health Director and Assistant Director
FLSA Status: Nonexempt
Prepared By: Linda Conlon
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Approved By: Lisa Charbarneau
Approved Date: July 2013
Reviewed Date:

GENERAL SUMMARY:

Promotes and supports population health by providing a variety of clerical, administrative and technical support services such as providing specialized, technical, program, or Department specific information to internal and external customers; billing insurance companies; answering phones; scheduling appointments; interviewing internal and external customers to establish services needed; establishing and maintaining data files; and drafting and editing documents such as correspondence and contracts.

ESSENTIAL FUNCTIONS:

Under general supervision and/or as part of various workgroups and teams, the Support Specialist performs the following functions within the overarching framework of Oneida County Health Department's provision of the core functions and essential services of public health.

Public Health Sciences

1. Provide specialized and/or technical Department and Program specific information that requires limited interpretation of established policies, procedures and other relevant sources to internal and/or external customers over the telephone, in writing and/or in person.
2. Schedule, register, check in and check out clients.
3. Establish, maintain, code, modify, track and/or retrieve information and compile data that may require information searches through files, contracts, records, or computer files, including spreadsheets and/or customized database applications; enter, obtain and/or verify information and make sure the appropriate disposition of evidence and/or exhibits follow established, clearly defined methods and guidelines.
4. Interview internal and/or external customers to establish program-specific documentation and/or identify services needed.
5. Maintain, inventory, order, collect and distribute supplies and/or equipment.
6. Assists and/or orients co-workers, as assigned and consistent with job duties.
7. May modify and update desk procedures that relate to assigned work.
8. May attend and take minutes at meetings.
9. May schedule meetings and maintain calendars for supervisor and/or organizational unit/program.

Community Dimensions of Practice

10. Gathers, organizes and provides public health information and data with individuals, community groups, other agencies, internal customers, and the general public about physical, behavioral, environmental, social, economic, and other issues affecting the public's health.

11. Responsible for updating health department website.
12. Under general supervision, prepares public health documents and reports.

Leadership and Systems Thinking

13. With general supervision, manages projects that support public health interventions.
14. Adheres to Occupational Safety and Health Administration standards relevant to job duties, such as exposure to bloodborne pathogens.

Policy Development and Program Planning

15. Under general supervision, researches and summarizes specialized or technical information from varied sources.
16. Provides administrative and technical/clerical support to Department activities related to development and implementation of community health assessment, planning, program and policy development, and implementation activities.
17. Adheres to ethical principles in the collection, maintenance, use, and dissemination of data and information.
18. Maintains, updates, and uses computerized data management systems and utilizes informatics to improve program operations.
19. Collaborates in the development of and provides clerical/technical and administrative support to Departmental quality improvement, performance management, and evaluation activities.

Communication and Cultural Competency

20. Answers telephones; screens calls, responds to inquiries and/or refers callers to appropriate agencies or departments/divisions.
21. Under general supervision, compose, draft, type and/or word process, proofread and edit documents, contracts, and/or correspondence to ensure these conform to the appropriate use of the English language and established procedures.
22. Process mail and email by attaching related correspondence or information before forwarding, responding to mail when appropriate; respond to mail that can be handled personally; identify priority and/or time-sensitive matters; and maintain security and confidentiality.
23. Utilizes appropriate methods for interacting effectively and professionally with persons of all ages and from diverse cultural, socioeconomic, educational, racial, and ethnic backgrounds, sexual orientations, lifestyles and physical abilities.
24. Adheres to ethical principles and Oneida County Health Department policy in the collection, maintenance, use, and dissemination of data and information.

Financial Planning and Management

25. Performs all administrative, technical/clerical activities related to Department and/or program purchasing according to Departmental policies and procedures.
26. Perform light to moderate numerical calculations involving cashiering, reconciling accounts; electronic claims submission, program billing, and/or other applications.

Other

27. Performs public health emergency response duties as assigned and consistent with job classification and training provided, in response to threats to the public's health.
28. Participates in Department and community emergency response training and drills in support of disaster preparedness consistent with job classification.

29. This position will be responsible for using quality improvement (QI) and performance management (PM) processes and/or techniques to improve the effectiveness of the respective public health program. This includes, but is not limited to: creating, implementing, and evaluating performance standards and identifying, implementing, and assessing program quality improvement processes.
30. 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.
31. Performs other duties as assigned consistent with job classification.

BEHAVIOR EXPECTATIONS:

- Treats others with courtesy and respect in all interactions.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

Education, Licensure, Certifications, Experience

- High School Diploma or GED. One year post high school education involving computers, software, accessories and/or accounting. Associate Degree preferred.
- Two to four years of experience in office and system support.
- Valid Wisconsin driver's license, current certificate of vehicle insurance, and access to reliable transportation to all assigned work locations.
- National Incident Management System (NIMS)/Incident Command System (ICS) 100, 200, and 700.a certification within four (4) months of employment.

Knowledge and Skills:

- Knowledge of the core functions and essential services of public health
- Knowledge of general office principles and practices.
- Knowledge of software applications relative to the position assignment.
- Knowledge of basic accounting and mathematics.
- Knowledge of proper English grammar, usage and spelling.
- Knowledge of action tracking on specific work assignments or other items related to work position.
- Keyboarding skills. Ability to type 45 words per minute.
- Ability to keep accurate reports and records.
- Oral and written communications skills.
- Organizational skills.
- Customer service skills - in person and via telephone (discretion, patience, etiquette, professionalism).

Due to the need for all Health Department personnel to respond to public health emergencies, the employee must be assessed for his/her ability to meet the physical demands of performing the following activities:

- Must be able to be fitted and wear NIOSH 95 mask.
- Engage in the following movements: Climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, lifting, fingering, grasping, feeling and writing and repetitive motions.

- Exert up to 30 pounds of force occasionally, and/or a negligible amount of force constantly to move objects.
- Hearing ability sufficient enough to communicate with others effectively in person and over the phone
- Visual ability must be sufficient enough to read typewritten documents, computer screen and drive a car.

If unable to demonstrate these abilities based upon a standardized, objective assessment performed by external occupational health professionals, all reasonable accommodations will be made, in compliance with the Americans with Disabilities Act and any other applicable Federal and Wisconsin law.

WORKING CONDITIONS WHILE PERFORMING ESSENTIAL FUNCTIONS:

General office setting in health department facilities, as well as occasionally in community sites including clients' homes and workplaces.

Work performed in the community is sometimes subject to conditions that range from inclement weather to dangerous conditions such as snow/ice, cold, heat, noise, wetness/humidity, vibration, sudden temperature changes, and poor illumination at the job site or due to travel on the job. Travel to and from field locations may subject worker to increased risk of driving hazards. Community locations may subject worker to communicable diseases, insects and other disease vectors, toxins, hazardous materials, chemicals and animals.

In all settings, employees in this classification may occasionally need to relate to members of the public who exhibit challenging, atypical or hostile behaviors and/or communication.

EQUIPMENT USED TO PERFORM ESSENTIAL FUNCTIONS:

Including, but not limited to computer, fax, copier, multi-line telephone and personal or county vehicle.

Reports to: Director

Directs Work of: None

Blood borne Pathogen Risk Code: ☐ None ☒ Low ☐ Medium ☐ High