CHELAN-DOUGLAS HEALTH DISTRICT

CLASSIFICATION DESCRIPTION

TITLE: Clerk-Typist III ☐ Exempt ■ Non-Exempt

SALARY: Line I of the wage scale. ($2,644 to 3,374 monthly)

Required to become a member of the local collective bargaining unit? ■ Yes ☐ No

GENERAL DESCRIPTION:

Schedules, organizes, and performs assigned correspondence, reports and statistical typing, and other clerical duties. Exercises program-specific knowledge and independent judgment in conducting written communications and other clerical functions.

Performs a wide range of clerical support activities for Personal Health/Environmental Health services. Provides clerical and reception services to contribute to the smooth department operation of the Health District.

Responsible for the flow and completion of assigned work within general guidelines, and to ask for assistance and help when needed. Supervision usually consists of statements of desired objectives, discussion of unusual problems, and general review of results achieved. This position reports to the Associate Administrator – Support Services who reviews work for accuracy and conformance to established practices and procedures.

Individuals assigned to this position are expected to apply above average clerical skills to recurring work situations.

TYPICAL WORK:

Provide clerical support to EH Professional Staff in the On-Site, Land Use, Pool and Solid Waste Programs.

From draft or machine dictation, formats, keyboards, edits, proofreads, finalizes and stores correspondence, technical forms and reports.

Compiles and completes recurrent technical and statistical reports requiring specialized clerical knowledge as well as judgment in selection and treatment of data and in manner of presentation.

Handles confidential information for program managers as requested.

Creates, maintains and provides data entry for database programs.

Responds to inquiries by explaining procedures and policies. Provides switchboard coverage; assists callers in locating appropriate departments or individual. Provides information to the public regarding services, programs, and referrals.

Reception desk duties which include scheduling appointments, checking in clients/patients, processing necessary forms, receiving payment for services, issuing receipts, etc.

Assists professional staff during outreach activities and during meetings with patients, clients and partner agencies.

Assists in the orientation of new employees.

Files and recovers alphabetized material and other material according to established filing procedures.

Sorts/distributes incoming mail and processes outgoing mail according to established procedures.

Addresses birth certificate questions.

Performs other work as assigned by supervisor.

SPECIFIC KNOWLEDGE AND ABILITIES:

Proficient knowledge and use of computer and software programs. Ability to learn new software and equipment quickly and transfer knowledge to parallel situations.

Knowledge of business correspondence and report writing. Proficient in clerical procedures and terminology associated with office practices including filing systems, data recording methods and commonly used office equipment.

Ability to compose clear written explanations of procedure. Effectively employs principles of good business correspondence and maintains responsibility for a variety of projects without daily direction.

Ability to establish and maintain effective working relationships with co-workers, supervisors, other divisions and agencies and the general public.

Requires the ability to prioritize work schedules in an effective manner.

Maintains neat personal appearance and courteous attitude toward public and fellow employees. Can handle difficult or unhappy customers effectively.

MINIMUM QUALIFICATIONS:

Requires a high school diploma or equivalent, supplemented by approximately three years experience OR any combination of education and experience, which demonstrates competency.

Valid Washington State driver's license.

DESIRED QUALIFICATIONS:

Bilingual English/Spanish.

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

This position requires the ability to perform those activities to complete the essential functions of the job, either with or without reasonable accommodation. Work is performed primarily in an office setting. Incumbents spend the major part of the workday exchanging information verbally or via telephone. Required physical activities can include talking, hearing, seeing, frequent keyboard fingering, repetitive motions of hands and wrists, sitting, standing, and lifting, pushing, pulling, and carrying objects.

Occasionally incumbents experience stress situations in resolving problems when dealing with the public, such as facing irate clients dissatisfied with information received, or action taken by a program, department and/or division.

2/24/16

Approved by Administrator | Date

Chelan-Douglas Health District is an Equal Opportunity Employer