

CHELAN-DOUGLAS HEALTH DISTRICT

CLASSIFICATION DESCRIPTION

TITLE: Environmental Health Program Assistant Exempt Non-Exempt

DEPARTMENT: Environmental Health

SALARY: Line of the wage scale. (40 hours/week)

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

GENERAL DESCRIPTION:

Performs administrative support activities according to District policies and procedures, standard formats, and as directed.

TYPICAL WORK:

- Provide primary telephone and front desk reception coverage;
- Assist the public with electronic document retrieval;
- Maintain database and hard copy of records and filing for EH program;
- Record public nuisance complaints and refer to the appropriate staff for resolution.
- Perform other work as necessary or required.
- Assists EH Specialists in explaining to members of the public EH program requirements, forms, timelines and processes. This requires an in-depth knowledge of the EH programs in which the Program Assistant works.

SPECIFIC KNOWLEDGE AND ABILITIES:

- Ability to prioritize workload to insure articulated deadlines are met;
- Ability to accurately communicate information to the public with tact and diplomacy;
- Ability to establish and maintain effective working relationships with co-workers, supervisors, other divisions and agencies and the general public;
- Knowledge of general office business practices, procedures and equipment;
- Ability to type and perform routine clerical activities quickly and accurately; learn general office procedures and terminology; understand and follow directions; maintain neat appearance and courteous attitude toward all; and
- Ability to receipt monies accurately.

MINIMUM QUALIFICATIONS:

- One year of administrative support experience including use of Microsoft Outlook, Access, Word, and Excel software;
- Valid Washington State Driver's License; and
- High School Diploma or equivalent.

DESIRED QUALIFICATIONS:

- 6 months prior work experience in environmental health, land use & planning, ecology or other similar regulatory/permitting office environment
- 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 the hands and wrists, sitting, standing, 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.

Approved by Administrator

Date