Position Title: Administrative Support Professional
Reports To: Director of Nursing
Employment Status: Full-Time
Normal Hours: 8:00-4:30 pm
Civil Service Status: Classified
FLSA Status: Non-Exempt
Pay: Hourly
Hourly Rate Range: $13.00-$18.50

POSITION INTRODUCTION:
As a member of the Nursing Division, the administrative assistant is responsible for supporting Marion Public Health staff, programs, and clients. The administrative assistant is expected to exercise sound professional and strategic judgement in meeting the needs of the divisions and the public. The administrative assistant will meet regularly with the Director of Nursing to discuss both opportunities and challenges regarding the administrative support of the agency. The administrative assistant reports directly to the Director of Nursing but will provide support and coverage to the front desk, phones, and vital records. The administrative assistant is responsible for assuring smooth and efficient agency processes, procedures and tasks. The administrative assistant assists in preparation of fiscal and programmatic reports, and is responsible for maintaining open and appropriate communication between and among agency personnel, directors and the public.

MINIMUM QUALIFICATIONS
- Completion of secondary education or equivalent (High School or GED), supplement by coursework in office practices and procedures and computer operation, or an equivalent combination of training, education and/or experience.
- Must have a valid State of Ohio driver’s license and remain insurable in accordance with the agency’s insurance policy.

REQUISITE PROFESSIONAL ATTITUDES:
The following are examples only and are not intended to be all inclusive.
- Willingness to expand one’s knowledge base and inspire others to do the same
- Willingness to participate in performance management, quality improvement, workforce development, and strategic planning efforts
- Willingness to participate in and/or lead agency-wide initiatives, including but not limited to the pursuit of national accreditation and participation in times of public health emergencies
- Willingness to assist clients independent of their race, ethnicity, sexual orientation and/or socioeconomic status
- Willingness to communicate openly and appropriately to provide effective service

ESSENTIAL FUNCTIONS OF THE POSITION
- Provide administrative support to the Nursing Division by supporting all members of the Nursing team by;
  - monitoring activities scheduled
providing necessary assistance in preparation of meetings or service delivery programs

- Provides data entry and record collection support for the Nursing programs in place and as developed in the future such as; Immunization, Ohio Disease Reporting, Lead Reporting and Newborn Home Visiting.
- Provides initial contact between the public and Marion Public Health District; greets office visitors and callers, responds to routine inquiries or refers the matter to the appropriate staff member, monitors the lobby.
- Performs a variety of clerical duties in order to facilitate operations (e.g. sorts and distributes mail, makes copies, files, registers, data entry, scanning...etc)
- Assists in the collection and maintenance of information through data entry systems and other methods as assigned.
- Responsible for the accurate transmittal of records, fees, invoices and payment through billing for services provided in the nursing programs.
- Assumes responsibility for the accurate collection and recording of monies coming into the agency for nursing services.
- Assists in the tracking of purchase orders, expenses and revenue to assist in the fiscal monitoring, budget creation and reporting.
- Coordinates between divisions in resolving day to day administrative and operational problems.
- Addresses resident concerns in accordance with department policy
- Performs administrative and office support activities as assigned.

**ASSOCIATED PUBLIC HEALTH COMPETENCIES:**
The following are intended to guide ongoing professional development.

**Analytical/Assessment Skills**
- Describes assets and resources that can be used for improving the health of a community
- Describes how evidence is used in decision making

**Policy Development/Program Planning Skills**
- Gathers information that can inform options for policies, programs, and services
- Describes implications of policies, programs, and services
- Applies strategies for continuous quality improvement

**Communication Skills**
- Communicates in writing and orally with linguistic and cultural proficiency
- Conveys data and information to professionals and the public using a variety of approaches
- Describes the roles of governmental public health, health care, and other partners in improving the health of a community

**Cultural Competency Skills**
- Describes the concept of diversity as it applies to individuals and populations
- Describes the diversity of individuals and populations in a community
- Describes the ways diversity may influence policies, programs, services, and the health of a community
- Recognizes the contribution of diverse perspectives in developing, implementing, and evaluating policies, programs, and services that affect the health of a community
Community Dimensions of Practice
- Describes the programs and services provided by governmental and non-governmental organizations to improve the health of a community
- Informs the public about policies, programs, and resources that improve health in a community

Financial Planning and Management Skills
- Adheres to organizational policies and procedures
- Provides information for development of contracts and other agreements for programs and services

Leadership and Systems Thinking Skills
- Incorporates ethical standards of practice into all interactions with individuals, organizations, and communities
- Describes needs for professional development
- Participates in professional development opportunities

POSITION-SPECIFIC COMPETENCIES:
The following are professional competencies expected of the incumbent in this position.
- Proficient with Microsoft office; Word and Excel
- Proficient with Health Information Data Systems (HDIS) and Quadax for Billing
- Proficient at clinic registration and through-put
- Proficient Ohio Disease Reporting System (ODRS)
- Proficient at community referral sources and system linkages

POSITION PERFORMANCE EVALUATION METRICS:
The following are among the metrics that will be used to evaluate the performance of the Administrative Assistant.
- Accurate and complete electronic collection, submission and recording of monies
- Accurate and complete data entry
- Appropriate communications used to identify and solve problems
- Ability to critically think to resolve problems and make decisions independently
- Able to anticipate the administrative support needed in the nursing division without routine direction
- Meet deadlines established by the Director of Nursing

_______________________________________  ______________
Registered Nurse, Public Health Nurse      Date

_______________________________________  ______________
Director of Nursing                      Date

_______________________________________  ______________
Health Commissioner                     Date