GILA COUNTY HUMAN RESOURCES

JOB ANNOUNCEMENT

1400 E. ASH STREET, GLOBE, AZ 85501

POSTED: FEBRUARY 4, 2015
REVISED: MARCH 4, 2015
CLOSING DATE: MARCH 17, 2015

DEPARTMENT: **Health & Emergency Services**

POSITION: **Administrative Clerk Sr.**

LOCATION: **Globe**

JOB CODE: **15-010**

2 POSITIONS AVAILABLE

ANNUAL SALARY: **$22,887.00-$24,604.00 DOE**

PURPOSE OF THE JOB

The purpose of this position is to act as a liaison between the citizens of Gila County and the wide array of programs and services available and to ensure that all customer needs, questions, and complaints are addressed in a timely manner. This position provides customer service, answering inquiries, supplying assistance with form completion, processing forms and issuing certificates. The role also involves administrative support to the office, including performing data entry, preparing documentation, tracking employee training, inventory management and other clerical tasks.

SUPERVISORY RESPONSIBILITIES

This position does not supervise other employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES	TIME SPENT
• Assists customers via telephone and in person by answering inquiries concerning departmental services and programs; solicits basic information needed in order to determine appropriate course of action to be taken to ensure customer is helped in a timely manner; enters information into complaint database.	20%
• Assists customer in correctly filling out forms and obtaining necessary accompanying documentation; explains rules, policies and procedures to customers in relation to relevant services.	20%
• Performs data entry and retrieval via ASIIS to ensure customer immunization through both VFC program and private stock are administered according to ASIIS recommendation and recorded correctly; reviews and verifies customer insurance via MedConnect and AHCCCS; ensures completion and accuracy of data entry for third-party billing.	20%
• Assists customers in obtaining birth and death certificates; applies policies and procedures to ensure compliance with law; collects appropriate fees and issues receipts; and creates certificates to be distributed to customers.	10%
• Performs general office duties, including filing, faxing, and copying; creates and maintains departmental forms, files, and records; delivers, picks up, processes, and distributes department mail; maintains office supply inventories and schedules maintenance for departmental equipment including printers, computers, vehicles and issues dog licenses.	10%
• Tracks and aids in preparation for employee training; assists departmental staff in preparing materials for conferences, training sessions and community events, as requested.	10%
• Receives departmental fees and issues receipts; prepares weekly bank deposit.	10%
• Performs other duties as assigned.	

BUDGET RESPONSIBILITIES

This position has no budget responsibilities.

PROJECT RESPONSIBILITIES

This position has no project responsibilities.

ORAL COMMUNICATION DUTIES

This position explains County procedures or processes; responds to public inquiries.

WRITTEN COMMUNICATION DUTIES

This position creates or edits documents; procedures on a monthly basis; internal memo; formal letters on a monthly basis; emails and reports.

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INTERACTIONS WITH THE GENERAL PUBLIC

Interacts extensively with employees, customers, the general public, vendors, regulatory bodies, and other groups and/or individuals and Institutions over the telephone, by email, and/or in person.

INTERACTIONS SPECIFICALLY WITH CUSTOMERS

Sometimes (More than 10% but less than 25% in a year)

MINIMUM EDUCATION REQUIRED

High School Diploma or GED

MINIMUM YEARS OF DIRECTLY RELATED EXPERIENCE REQUIRED

Three (3) years experience; or equivalent combination of education, training and experience.

PROFESSIONAL CREDENTIALS REQUIRED

None

KNOWLEDGE REQUIRED

Database management, clerical, customer and personal service, telecommunication technology, english language & composition.

SKILLS REQUIRED

Creative writing, reading, communicating diplomatically, customer service, problem solving, time management, multi-tasking, typing and data entry.

ABILITIES REQUIRED

Read and write minimum high school level, multi-task, perform tasks with finger dexterity, react in a calm and timely manner, speak clearly and sensibly.

PHYSICAL DEMANDS

- Occasionally stands to present; regularly stands to attend to cash register and attend to customers.
- Regularly sits to complete report; to operate computers; occasionally sits to operate special equipment; regularly sits to complete a program; regularly sits to attend to reception areas; regularly sits to attend to other duties.
- Occasionally lifts under 10 lbs. of work related materials, equipment, tools, and/or gears; rarely lifts up to 25 lbs.
- Regularly requires dexterity for keyboard operation; occasionally requires dexterity for special machines.
- Incumbents in this position may be required to routinely bend; kneel and routinely twist.

WORK ENVIRONMENT

Incumbents in this position constantly spends time in office environment; may spend time in lobby environment, classroom(s); and in automobile. Occasionally spends time in kitchen.

SAFETY RISK EXPOSURE

Incumbents in this position may become exposed to telephone verbal abuse by customers, patients, or citizens and/or emotional individuals, bloodborne pathogens and communicable diseases.

PROTECTIVE GEAR & SAFETY MANUALS

Incumbents in this position are required to constantly follow written safety procedures and manuals relevant to the division or department.

CONSEQUENCES OF ERROR

Potential errors can cause inconveniences to other employees, and/or delays in related work areas. Delays of services are possible.

NOTICE: APPLICANTS MAY BE REQUIRED TO FURNISH, AT THEIR OWN EXPENSE, DOCUMENTARY PROOF OF EDUCATIONS, CERTIFICATION, REGISTRATION, LICENSE OR ANY OTHER PROOF OF COMPETENCY AS REQUIRED IN THE OFFICIAL CLASSIFICATION DESCRIPTION OR ANNOUNCEMENT AND MAY BE REQUIRED TO UNDERGO PHYSICAL, PSYCHOLOGICAL AND/OR BACKGROUND INVESTIGATIONS AS A CONTINUING CONDITION OF EMPLOYMENT. FURTHER, APPLICANTS FOR POSITIONS REQUIRING OPERATION OF A COUNTY OR PERSONAL VEHICLE ON OFFICIAL BUSINESS MUST POSSESS AND MAINTAIN COUNTY OR PERSONAL VEHICLE OPERATORS LICENSE. GILA COUNTY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGION, AGE OR DISABILITY, AND FAMILIAL STATUS IN EMPLOYMENT OR THE PROVISIONS OF SERVICE. AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER.