

002360 - PUBLIC HEALTH OFFICE ASSISTANT Minimum Qualifications: Education and Experience: Education equivalent to graduation from a standard high school and experience equivalent to two years of full-time customer service delivery and/or clerical/office work. Substitution of Experience for Education: Qualifying full-time customer service delivery and/or clerical/office support work may substitute for the required education on a year-for-year basis (e.g., experience equivalent to one year of full-time work in one or a combination of the above listed fields may substitute for one year of the required education). Substitution of Education for Experience: Course work credit received from an accredited college or university may substitute for the required experience on a year-for-year basis to a maximum of two years (e.g., 45 quarter hours may substitute for one year of the required experience). Other Requirements: Necessary Special Qualifications: None. Examination Method: Education and Experience, 100%, for Preferred Service positions. Job Overview: Summary: Under general supervision, performs county or regional health department office work, in a clinic setting, of average difficulty; and performs related work as required. Distinguishing Features: This is the entry-working level class in the Public Health Office sub-series. An incumbent in this class performs some combination of patient registration, scheduling, patient checkout, fee/payment collection, accounts reconciliation, insurance, eligibility determination, patient education, WIC voucher disbursement, vital records processing, and/or medical records duties, local registrar, deputy registrar, lead clerk, TennCare enrollment coordination, and public relations duties; may also perform some property and procurement or personnel duties. This class differs from the Public Health Office Supervisor 1 in that an incumbent of the latter is head of the office staff in a small county health department (not a satellite site), supervising two to four office employees, and assists the county director with administrative duties.

Work Activities: Updating and Using Relevant Knowledge: Complies with and adapts to current state and federal program and policies and all applicable laws. Guiding, Directing, and Motivating Subordinates: Serves as the sole office employee in a county health department or may be head of the office staff in a very small county health department as required. Supervises one office employee or may be the first-line supervisor of a small staff of office employees as required. Assigns and reviews work of staff members, creating job performance plans, interim reviews and final performance evaluations as required. Resolving Conflicts and Negotiating with Others: handles complaints, settles disputes and resolves grievances and conflicts with others. Evaluating Information to Determine Compliance with Standards: Reviews departmental policies and procedures to keep abreast of any changes, revisions, or additions. Complies with all state and federal program guidelines, policies and laws to determine eligibility for services. Processing Information: Processes the cash drawer and balance, deposits, credit cards, etc. to ensure fiscal accountability. Analyzing Data or Information: Reviews documentation such as income, residency, identification, citizenship, and insurance information to determine if client qualifies for services based on information provided. Analyzes and determines eligibility for program services provided by the Department of Health and other referring agencies. Interacting with Computers: Interacts with multiple computer software systems and websites to enter and receive information. Training and Teaching Others: Conducts peer training for employees in areas as assigned. Documenting/Recording Information: Enters collected data into the Health Department

management information systems (e.g. EMR, PTBMIS, etc). Communicating with Supervisors, Peers, and Subordinates: Maintains a positive, constructive and cooperative communication with supervisors, peers or subordinates. Performing Administrative Activities: Performs time-keeping, public relations, property and procurement, personnel, and/or medical transcription duties as needed. Compiles reports as needed. Provides TN Job Classification Specifications as of June 23, 2021, assistance in a specific program area such as Immunization, Sexually Transmitted Infections (STI), Human Immunodeficiency Virus (HIV), Tuberculosis, or Children's Special Services as needed. Communicating with Persons Outside Organization: Informs client of rights and responsibilities for participation in various programs. Serves as liaison between clients and medical providers, the community, and other agencies. Serves as liaison with the public to translate or explain or interpret the meaning of information. Getting Information: Interviews health department clients for medical, environmental, and administrative services; schedules client appointments; informs client of any visit requirements; collects and updates client demographic information for registration purposes. Registers patients to receive all demographic information, income, insurance, proof of ID, verification eligibility for services. Obtains prior authorization from patient, parent, or legal guardian before releasing medical information. Retains and destroys records according to established state and federal guidelines. Performing for or Working Directly with the Public: Provides direct services and/or assisting the public with all eligible services. Processing Information: Reviews client encounter forms for accuracy after services have been provided. Determines if the information received from clients in the Health Department meets eligibility guidelines. Enters information into database with proper codes. Assesses patient to provide all potentially eligible services for the client and informs client of other services offered by the state. Prepares medical records for services to be provided, which may include attaching necessary forms, encounter labels, or any special instructions for the medical provider or laboratory. Compiles appropriate program forms for services requested according to medical record format to ensure continuity for efficient clinic flow.

Competencies (KSA's): Competencies: Action Oriented Approachability Composure Customer Focus Ethics and Values Integrity and Trust Interpersonal Savvy Listening Patience Written Communication Knowledge: Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology. Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming. Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction. Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications. Skills: Understanding the implications of new information for both current and future problem-solving and decision-making. Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times. Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems. Selecting and using training/instructional methods and procedures appropriate for the situation when learning or

teaching new things. Using mathematics to solve problems. Understanding written sentences and paragraphs in work related documents. Talking to others to convey information effectively. Communicating effectively in writing as appropriate for the needs of the audience. Adjusting actions in relation to others' actions. Actively looking for ways to help people. Being aware of others' reactions and understanding why they react as they do. Managing one's own time and the time of others. Abilities: The ability to generate or use different sets of rules for combining or grouping things in different ways. The ability to apply general rules to specific problems to produce answers that make sense. The ability to remember information such as words, numbers, pictures, and procedures. The ability to listen to and understand information and ideas presented through spoken words and sentences. The ability to communicate information and ideas in speaking so others will understand. The ability to quickly and accurately compare similarities and differences among sets of letters, numbers, objects, pictures, or patterns. The things to be compared may be presented at the same time or one after the other. This ability also includes comparing a presented object with a remembered object. The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem. The ability to concentrate on a task over a period of time without being distracted. The ability to read and understand information and ideas presented in writing. The ability to communicate information and ideas in writing so others will understand. The ability to make fast, simple, repeated movements of the fingers, hands, and wrists. The ability to quickly and repeatedly bend, stretch, twist, or reach out with your body, arms, and/or legs. The ability to focus on a single source of sound in the presence of other distracting sounds. The ability to see objects in the presence of glare or bright lighting. The ability to see details at close range (within a few feet of the observer). The ability to speak clearly so others can understand you. The ability to identify and understand the speech of another person.

Tools and Equipment Used: TN Job Classification Specifications as of June 23, 2021: Personal Computer Copy Machine Telephone Calculator Fax Machine Retail Sales Printer Equipment Bar Code Scanner Credit Card Scanner Paper Scanner Check Scanner