



Office Coordinator – Immunizations

Job Description

Department: Health
Position: Career Service
Grade: 721
Supervisory: No
Reports to: Bureau Director - Nursing

Summary

Under general guidance and direction of the Bureau Director - Nursing, performs routine and complex administrative support duties related to record keeping and office management. Provides training to all immunizations office specialists in first-contact customer service to improve and expedite service delivery. Performs advanced clerical work in maintaining day-to-day office operations, cash handling, and scheduling of office personnel.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Assist with the preparation of the annual budget for office supplies used in immunization clinics; monitor expenditures and coordinate the disbursement of funds with the Bureau Director.
2. Maintain an organized office environment and ensure adequate inventory supplies required for daily clerical functions within the immunization clinics.
3. Collaborate with the Administrative Associate of the Nursing Division to prepare purchase orders for clinic office supplies necessary for day-to-day operations.
4. Prepare clinic reports; utilize Electronic Medical Records System (EMRS) and customized computer applications to document and record services rendered; complete various data entry projects.
5. Ensure timely preparation and delivery of reports as required by the Division, Department, or Utah Department of Health and Human Services.
6. Review and oversee general client intake and registration procedures received by office specialists; receive and review client paperwork and documentation; train staff to conduct initial client eligibility assessment.
7. Develop and manage office specialists' work schedules and clinic location assignments, typically two weeks in advance, and oversee staffing levels to meet daily clinic demands.
8. Monitor client status and update client lists, as needed; purge and archive records; ensure compliance with the Health Insurance Portability and Accountability (HIPAA) regulations and handle sensitive and confidential information with discretion.

For Office Use Only

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Public Safety: No

Worker's Compensation: Clerical
Background Level: I
Safety Sensitive: No
DOT: No
ML: Individual Contributor

9. Assist with and promote Nursing Division services; participate in public general education programs and presentations; attend public events, including various health fairs.
10. Oversee the onboarding of new hires and ongoing training of staff performing general office clerical and secretarial duties delegate training and precepting tasks to experienced office specialists, as needed.
11. Respond to public inquiries via phone and in person; perform general records maintenance and filing; prepare various types of correspondence, as assigned.
12. Oversee all cash handling processes, including reviewing and updating related policies and procedures as needed; ensure staff are properly trained in all cash handling protocols and provide additional training as needed.
13. Coordinate with relevant staff and divisions to ensure proper utilization of the county payment system and the maintenance of accurate payment documentation.
14. Investigate and resolve any discrepancies identified during the daily deposits; report discrepancies to direct supervisor and/or health department business manager.
15. Train office specialists on all cashiering functions, including service codes entry, immunization record updates, determining appropriate service charges, payment processing, and receipt generation; serve as a back up to perform these duties during staff shortages.
16. Perform over-the-counter customer service duties as necessary; process requests for release of records, as needed.
17. Ensure resources are available to provide immediate interpretation and translation services for all immunizations services, including the reading and interpretation of tuberculosis (TB) test results, as needed.
18. Oversee and review staff data entry for accuracy; review and update data entry policies and procedures as needed.
19. Function as timekeeper within assigned area, as needed; verify hours worked and mileage submitted for bi-weekly payroll.
20. Utilize Artificial Intelligence (AI) tools as directed by Utah County Policy and with approval from Department Head.

Knowledge, Skills, and Abilities

- Considerable knowledge of County and department policies and procedures, federal regulations, and other laws, codes, or regulations specific to immunizations
- Knowledge of infection control practices, safety protocols, and risk management procedures
- Knowledge of general office practices, procedures, and equipment
- Knowledge of medical terminology
- Knowledge of proper grammar, spelling, and punctuation
- Skilled in reading, writing, and basic bookkeeping
- Skilled in operating standard office equipment
- Skilled in word processing, data entry, document composition, spreadsheet creation, and EMRS
- Ability to maintain cooperative working relationships with those contacted in the course of work activities
- Ability to remain calm and de-escalate crisis situations

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- Ability to maintain confidentiality according to strict guidelines in compliance with all applicable laws, regulations, and organizational policies
- Ability to communicate effectively verbally and in writing
- Ability to create and maintain record keeping and filing systems
- Ability to understand broad objectives and follow general and specific instructions
- Ability to type accurately and at an acceptable rate, based on job duties

Supervisory Responsibility

This position has no direct supervisory responsibility but may serve as a lead to some and as a coach and mentor for other positions in the department.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. Work may expose the incumbent to high stress situations including contact with the public and others in confrontational, emotionally charged, or uncomfortable situations. The noise level in the work environment is usually moderate. The incumbent may be required to drive Utah County owned vehicles in the course of conducting County business and must abide by the Utah County Vehicle Policy.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. The employee is frequently required to stand, talk, and hear. Specific vision abilities by this job include close vision and ability to adjust focus. The employee is required to type, file, and lift supplies up to twenty-five (25) pounds. The employee occasionally drives a motor vehicle.

Position Type / Expected Hours of Work

Incumbent must work forty (40) hours each week to maintain full-time status. There may be availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

Travel

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

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Required Education and Experience

1. Associate degree or equivalent.
2. Four (4) years of complex clerical or administrative support work experience, including two (2) years directly related to the duties described above.
3. Equivalent combinations of education and experience may also be considered.

Additional Eligibility Qualifications

1. Applicants must possess a valid driver's license and obtain a valid State of Utah driver's license within sixty (60) days of employment.
2. Selected applicants will be required to submit to a pre-employment drug screen and background check.
3. Selected applicants shall be strongly encouraged to receive immunizations according to the Center for Disease Control and/or County Health Department Policy.

AAP/EEO Statement

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

Acknowledgement below to be completed after an offer has been extended and accepted.

This job description has been approved by the Office of Human Resource Management in consultation with the Department Head.

Signature below constitutes an understanding of the requirements, essential functions and duties of the position.

Candidate / Employee _____ Date _____

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