



Office Specialist II - Nursing

Job Description

Department: Health
Position: Career Service
Grade: 717
Supervisory: No
Reports to: Varies by assignment

Summary

Under general supervision of the assigned supervisor, performs a variety of clerical and secretarial support duties to expedite the day-to-day operations provided through various clinical and related nursing programs. Incumbents perform tasks of considerable difficulty, requiring some independent judgment, and may be assigned to various Nursing Division programs depending on need.

Essential Functions

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

1. Prepare clinic reports; utilize customized computer applications to document and record services rendered; complete various data entry projects; ensure timely preparation and delivery of reports as required by the Division, Department, or Utah Department of Health.
2. Perform general client in-take processes and registration; receive and review client paperwork and documentation; perform initial assessment of client eligibility for services.
3. Monitor and maintain appointments and schedules for assigned staff; apprise or remind clients of appointments and exams; prepare and mail monthly reminders.
4. Monitor client status and update client lists, as needed; purge and archive records; ensure compliance with HIPAA regulations.
5. Assist with promoting awareness of Nursing Division services; participate in public general education programs and presentations; attend public events, including various health fairs.
6. Perform general office clerical and secretarial duties; respond to calls and walk-in visitors from the public; perform general records maintenance and filing; compose various types of correspondence, as assigned.
7. Perform various and specific functions related to Division needs, including assisting with day-to-day logistical processes for conducting various clinics and scheduled services.
8. Provide information to patients and the public about activities and resources available throughout the health department.
9. Perform routine account and service audits; assist with preparation of daily report of credit card receipts; prepare petty cash for on-site and off-site clinics; monitor cash on hand and balance

For Office Use Only

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Job Title: Office Specialist II - Nursing
FLSA: Non-Exempt
Effective Date: 9/18/2023
Public Safety: No

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

receipts; prepare deposits; run tapes on checks, cash, and credit cards; maintain spreadsheet records; post receipts, as appropriate.

10. Assess accuracy of billing information by working with medical billing personnel to review reports and other information related to billing.
11. Accurately perform cashiering duties for services rendered; enter service codes, update immunization records, and identify appropriate charges for services; receive payment for services and issue receipts.
12. Perform over the counter customer service duties; process requests for release of records, as needed.
13. May provide reading and interpretation of TB skin test results.
14. Perform accurate and detailed data input; organize files and records; prepare reports for supervisor's signature; arrange meetings, prepare agendas, and record and distribute minutes.
15. Review documents and data input reports for accuracy, clarity, and completeness.
16. Work in off-site clinics, as assigned.
17. May provide interpretation and translation services for related Utah County Health Department (UCHD) programs.

Knowledge, Skills, and Abilities

- Knowledge of standard office practices
- Knowledge of proper grammar, spelling, and punctuation
- Skilled in reading, writing, and basic math
- Skilled in operating standard office equipment
- Skilled in word processing, data entry, and basic spreadsheets
- Skilled in using various software programs unique to UCHD and/or the Nursing Division
- Ability to develop and maintain cooperative, professional working relationships with co-workers, supervisors, and the public
- Ability to communicate effectively verbally and in writing
- Ability to understand and follow work instructions, assignments, and clarify things not understood
- Ability to distill relevant and useful elements from vast amounts of information
- 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 coach and mentor for other positions in the department.

Work Environment

This job operates in a professional office environment as well as in off-site locations, which may include being outdoors in hot, cold, or inclement weather. This role routinely uses standard office equipment such as a laptop, desktop, scanner, fax machine, smartphone, photocopiers, shredders, and filing

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cabinets. Work may expose the incumbent to contagious or infectious diseases. Work may expose the incumbent to high stress situations including contact with the public and others in confrontational, emotionally charged, or uncomfortable circumstances. The noise level in the work environment is usually moderate.

Physical Demands

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, ability to adjust focus, and ability to distinguish between shades of color and patterns. Incumbent works for sustained periods of time maintaining concentration and attention to detail. The employee is required to type, file, answer phones, greet the public, and lift supplies or objects up to thirty (30) 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.

Required Education and Experience

1. High school diploma or equivalent.
2. Three (3) years of general clerical support work experience.
3. Equivalent combinations of education and experience may also be considered.

Preferred Education and Experience

1. Preference may be given to applicants who have a documented typing speed at or above the rate of forty (40) WPM net.
2. Preference may be given to applicants who are bilingual.

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.

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3. Selected applicants shall be strongly encouraged or required to receive immunizations according to the Center for Disease Control and Prevention (CDC) and/or County Health Department Policy.

Career Ladder Advancement

For career ladder advancement from a lower classification level of this series to a higher one, there must be funding in the budget and the employee must:

1. Possess the required licensure and certifications of the higher classification level.
2. Meet the education and experience requirements and the class characteristics of the higher classification level.
3. Receive written recommendation from the department head.
4. Receive approval from the Director – Human Resources.

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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