

Senior Office Specialist – Health Administration



Job Description

Department: Health
Position: Career Service
Grade: 718
Supervisory: No
Reports to: Business Manager - Health

Summary

Under general guidance and direction of the Business Manager - Health, performs routine and complex administrative support duties related to record keeping and accounting functions of the Utah County Health Department (UCHD). Tasks performed require considerable knowledge of policies, procedures, and laws affecting work.

Essential Functions

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

1. Provide general office support including answering phones, assisting visitors, maintaining general records and filing, and preparing various types of correspondence, as assigned.
2. Provide information to the public about activities and resources available throughout the health department; coordinate activities with businesses, other governmental entities, or citizens.
3. Perform accurate data entry, organize files and records, and prepare reports for supervisor signature.
4. Arrange meetings, prepare agendas, record and distribute minutes, and review records to ensure accuracy and integrity.
5. Collaborate with the Office of Human Resource Management (OHRM) on high volume of recruitment, selection, and hiring activities; assist with personnel actions, including hiring, termination, promotions, career ladder advancements, and reassignments.
6. Coordinate the onboarding process for new hires and provide appropriate badges and keys.
7. Assist with the tracking of the completion and submission of employee performance appraisals to OHRM; monitor due dates and notify supervisors, as needed.
8. May function as timekeeper for the department; utilize the county's time-entry system to ensure proper reporting of the work time; resolve employee payroll questions and issues in coordination with OHRM.
9. Coordinate work orders for department building maintenance; initiate requests and monitor processes to ensure timely completion of work.
10. Manage appointment calendar for office administrators.

For Office Use Only

Job Code: 6622
Job Title: Senior Office Specialist – Health
Administration
FLSA: Non-Exempt
Effective Date: 2/20/2025
Public Safety: No

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

11. Monitor employee engagement department goals; track and report progress to department executive leadership.
12. Coordinate employee recognition and rewards with division directors and other department leaders.
13. Collaborate with the Board of Health to maintain County compliance with regulations, fee schedules, and audits.
14. Coordinate the scheduling, notification, and materials preparation for Board of Health and department meetings; record meeting proceedings and prepare minutes.
15. Conduct regular department key audits and coordinate all key orders with Public Works, including those for new employees, replacements, and lost keys.
16. Utilize Artificial Intelligence (AI) tools as directed by Utah County Policy and with approval from Department Head.

Knowledge, Skills, and Abilities

- Considerable knowledge of UCHD and Utah County Government policies and procedures, laws, codes, and regulations relevant to work performed
- Knowledge of standard office practices
- Knowledge of proper grammar, spelling, and punctuation
- Skilled in reading, writing, and 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
- 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 instructions, assignments, and seek clarifications when needed
- 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.

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. The noise level in the work environment is usually moderate. Work occasionally exposes the incumbent to high-stress situations including contact with clients and/or the public in uncomfortable, confrontational, and emotionally charged circumstances. The noise level in the work environment is usually moderate.

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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. This employee is frequently required to stand, talk, and hear. Specific vision abilities for 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.

Required Education and Experience

1. High school diploma or equivalent.
2. Five (5) years of general clerical support work experience, of which two (2) years are directly related to the duties described above.
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 in English and Spanish.

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.

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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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