

Senior Office Specialist – Mosquito Abatement

Job Description



Department: Health
Position: Career Service
Grade: 718
Supervisory: No
Reports to: Mosquito Abatement Manager

Summary

Under general guidance and supervision of the Mosquito Abatement Manager, provides first-contact customer service and performs clerical and office support duties to expedite the day-to-day operations of the Mosquito Abatement Division in the Utah County Health Department.

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

1. Act as front office receptionist; answer phones and assist callers; provide initial response to questions, complaints, or problems following established guidelines; direct questions to program staff; provide information and welcome visitors, as needed.
2. Obtain and plot call details on computerized maps to ensure efficient and timely service dispatch.
3. Input detailed field operations data into specialized computer programs; create and generate various reports, graphs, and other documents service, research, legal, and mandated record-keeping purposes.
4. Collaborate with the Information Systems (IS) and Geographic Information Systems (GIS) departments to update and maintain mosquito programs on iPads and iPhones.
5. Assist in training seasonal employees on the proper use of iPads, iPhones, and accurate reporting of field work activities.
6. Assist with coordinating nightly fogging schedules during the summer season.
7. Perform basic bookkeeping; submit and monitor purchase orders (POs) for the division; follow up on problems or past due POs; maintain accounts, vendor, and/or customer records through computer input.
8. Function as a timekeeper for the department; utilize the county's time-entry system to ensure proper reporting of work time; resolve employee payroll questions and issues in coordination with the Office of Human Resources Management.
9. Maintain inventory of area maps and inspector spray sheets.

For Office Use Only

Job Code: 6500

Job Title: Senior Office Specialist – Mosquito Abatement

FLSA: Non-Exempt

Effective Date: 1/10/2025

Public Safety: No

Worker's Compensation: Clerical

Background Level: I

Safety Sensitive: No

DOT: No

ML: Individual Contributor

10. Monitor and maintain office supplies and equipment.
11. Assist with developing and implementing policies and procedures; update policy and procedure manuals and other training documents, as needed.
12. Train and assist clerical staff, new employees, and interns; provide training on the use of mosquito abatement equipment, and relevant computer applications.
13. Schedule and coordinate division activities, as needed.
14. Make deliveries and run errands using county vehicles.
15. Assist with counting and sorting traps, as needed.
16. Utilize Artificial Intelligence (AI) tools as directed by Utah County Policy and with approval from Department Head.

Knowledge, Skills, and Abilities

- Knowledge of standard office practices
- Knowledge of environmental health practices, procedures, and mosquito entomology
- Knowledge of safe-handling practices for various vector control pesticides
- Knowledge of Health Department policies and procedures relevant to work performed
- Skilled in operating standard office equipment
- Skilled in word processing, data entry, and basic spreadsheets
- Skilled in reading, writing, basic math and bookkeeping
- Skilled in using various software programs unique to the Mosquito Abatement Division
- Ability to type accurately and at an acceptable rate, based on job duties
- Ability to communicate effectively verbally and in writing
- Ability to maintain cooperative working relationships with those contacted during work activities
- Ability to understand broad objectives, and follow general instruction
- Ability to create presentations, train and lead others

Supervisory Responsibility

This position has no direct supervisory responsibility.

Work Environment

This job operates in a professional office environment or other environmentally controlled rooms. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. The use of protective gloves is required. 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. 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 frequently 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, including two (2) years 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.

Additional Eligibility Qualifications

1. Selected applicants must obtain a Non-commercial Pesticide Applicators License in the area of Public Health through the State of Utah during the probationary period for new hires or trial period for promoted County employees and must maintain license during employment.
2. Applicants must possess a valid driver's license and obtain a valid State of Utah driver's license within sixty (60) days of employment.
3. Selected applicants will be required to submit to a pre-employment drug screen and background check.
4. 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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