



# Senior Office Specialist - Nursing

## Job Description

Department: Health  
Position: Career Service  
Grade: 718  
Supervisory: Lead  
Reports to: Varies by assignment

### Summary

Under general supervision of the assigned supervisor, performs a variety of complex clerical and secretarial support duties to expedite the day-to-day operations provided through various clinical and related nursing programs. Tasks performed require considerable knowledge of policies, procedures, and laws affecting work, and incumbents are capable of training and leading others.

### 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; assess accuracy of billings; assist with preparation of daily report of credit card receipts; prepare petty cash for on-site and off-site clinics; monitor

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Job Title: Senior Office Specialist - Nursing  
FLSA: Non-Exempt  
Effective Date: 8/4/2022  
Public Safety: No

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

cash on hand and balance 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 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; follow up and review others' work as needed to ensure integrity of records is maintained.
15. Review documents and data input reports for accurateness, clarity, and completeness.
16. Perform various lead worker functions within an assigned area or specialty program; may train new hires; assist with developing, monitoring, and communicating work schedules and assignments.
17. Perform routine oversight and quality control of general clinical and administrative functions, such as record keeping and report generation.
18. Perform basic billing activities.
19. Function as timekeeper within assigned area, as needed; verify hours worked and mileage submitted for bi-weekly payroll.
20. Coordinate activities with businesses, other governmental entities, or citizens.
21. Work in off-site clinics, as assigned.
22. 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
- Considerable knowledge of UCHD and Utah County Government policies and procedures, laws, codes, and regulations relevant to work performed
- 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 and/or the Nursing Division
- Skilled in basic bookkeeping
- Ability to develop and maintain cooperative, professional working relationships with co-workers, supervisors, and the public
- Ability to communicate effectively verbally and in writing

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- 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 train and lead others
- Ability to type accurately and at an acceptable rate, based on job duties

### **Supervisory Responsibility**

This position has no direct supervisory responsibility but does 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 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 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, 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.

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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.

**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 or required to receive immunizations according to the Center for Disease Control and Prevention (CDC) 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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