

Monroe County Public Health Technician

Department: Public Health

Wage Grade: Rye - 5

FLSA Status: Non-Exempt

Affiliation: TPOAM

GENERAL SUMMARY:

Under the supervision of the Community Health and Public Health Preparedness Director, performs support functions of assigned programs. Provides assistance to the public, collects and records fees, and other payments and answers questions on procedures. Enrolls clients in health programs. Tasks include conducting initial interviews, preparing clients for examinations, administering standardized tests, and recording results. Completes and distributes forms and documents. Maintains client files and recordkeeping systems.

ESSENTIAL FUNCTIONS: *[An employee in this position may be called upon to do any of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.]*

- Assists clients and staff members by processing records and documents and reviews all for proper completion. These include, but are not limited to, health enrollment forms, client records and records in other programs as assigned. Verifies client eligibility.
- Answers questions regarding departmental procedures and requirements, program requirements, account balances, scheduling information and other activities. Takes messages and schedules appointments. Maintains and updates computerized health databases as assigned.
- Utilizes appropriate software to prepare correspondence, reports, contracts, newsletters, brochures, training materials, spreadsheets and other documents, applying established procedures and/or following specific instructions. Preparation may require knowledge of or learning specific medical or legal terminology.
- Performs other clerical support duties such as making copies and distributing prepared materials.
- Files documents and folders in organized manner, searching for and retrieving materials from established system as necessary.
- Collects payment and/or other monies for provided health services.
- May perform routine bookkeeping tasks such as reviewing invoices and receivables, including payroll and other county financial system transactions, vouchers, requisitions, monitoring and tracking expenditures and balancing accounts for designated programs.

- May process mail and/or conduct mail run, search records to answer inquiries and route documents.
- May prepare clients for examination by escorting them to examination rooms and taking vital signs including temperature, blood pressure, and pulse. Measures height and weight, and records vital statistics in client record. Maintains and updates existing client records as needed.
- May collect specimens such as blood, urine and throat swabs or receive such samples and conduct routine tests on them using centrifuge and other volume analysis method or prepare them to be sent to outside laboratories.
- If assigned to do so, may place equipment, supplies and materials orders with vendors using quality, availability and pricing criteria.
- Cleans examination rooms according to established protocols.
- During a public health emergency, may be required to report for specialized assigned duties or perform emergency response roles, inside or outside Monroe County.

This list may not be inclusive of the total scope of job functions to be performed. Duties and responsibilities may be added, deleted or modified at any time.

EMPLOYMENT QUALIFICATIONS: *(The qualifications listed below are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.)*

Education:

High school graduation or equivalent.

Experience:

One (1) year experience with software applications. (Microsoft Office)

Licenses and Certifications:

Must possess a valid Michigan driver's license.

Other Requirements:

Knowledge of:

- Computer applications related to the work.
- Principles and procedures of health information practices.
- Department mission, vision, goals, and objectives to carry out assignments.
- Principles and processes for providing customer and personal services including customer needs, meeting quality standards for services and evaluation of customer satisfaction.
- Administrative and clerical procedures and systems such as word processing, managing files and records, transcription, form design, and other office procedure and terminology.

Skill in:

- Anticipating the needs of co-workers and being responsive to special requirements.
- Handling interruptions without losing on-the-job effectiveness.
- Being proactive with improvements and concerns related to job duties.
- Setting priorities, coordinating multiple projects and meeting critical deadlines.
- Using Technology appropriate to the position held.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

Ability to:

- Recognize the needs and concerns of people and to maintain constructive relationships in dealing with them.
- Record information accurately.
- Communicate effectively both orally and in writing.
- Attend work regularly and work under stressful conditions.
- Accept responsibility for decisions.
- Gather, interpret, and record information accurately.
- Follow through until task is completely finished.
- Review priorities and adapt them to changing circumstances.
- Recognize issues that interfere with the ability to meet and maintain performance expectations and address them.
- Understand how own duties relate to providing service to department clients.

Physical Requirements: *(This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the following requirements. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements)*

Ability to access departmental files

Ability to enter and retrieve information from computer

Ability to access all areas of County offices

Vision to read printed materials and a computer screen

Hearing and speech sufficient to communicate in person or over the telephone

Working Conditions:

Works in office conditions

May be required to travel to any County office location to work.