

Administrative Assistant – Personal Health

Position Summary:

The Administrative Assistant is responsible for ensuring that the office of the Personal Health Program runs smoothly and efficiently. This position provides support through routine duties to ensure that work in the office is organized, efficient, and effective. This position also provides administrative support for special projects and assignments, as needed.

Essential Duties:

- Provides clerical and administrative support to the office of the Administrator for Personal Health Services.
- Makes independent decisions daily, addressing the best way to handle specific tasks.
- Collects patient information.
- Schedules, sets up, and coordinates in-person and remote meetings.
- Arranges travel and meetings.
- Coordinates schedules and site logistics.
- Maintains data and enter information and updates in relevant information systems, files, and databases.
- Provides information and direct questions over the telephone, email, and in person.
- Greet and assist visitors and volunteers.
- Prepares communications such as memos, emails, notices, invoices, reports, and other correspondence.
- Proofreads and edits communications and documents.
- Provides other general clerical support.
- Performs related work as required.

The above statements reflect the general duties considered necessary to describe the principal functions of the job and shall not be considered as a detailed description of all the work requirements that may be inherent in the job.

Core Competencies for Public Health Professionals:

The Core Competencies for Public Health Professionals contain 56 competency statements that apply across the public health workforce for all those engaged in the practice of public health. All of the Core Competencies are vital for the effective provision of public health activities. While the person in this position may be called on to demonstrate other Core Competencies, below is a list of the most essential for this position.

- 1.5. Manages quantitative and qualitative data.
- 2.2. Implements policies, programs, and services.
- 3.2. Communicates with internal and external audiences.
- 4.3. Recognizes the diversity of individuals and populations.
- 7.9. Engages in contingency planning.
- 7.10. Applies critical thinking in decision making.
- 7.11. Engages individuals and teams to achieve program and organizational goals.
- 7.12. Facilitates collaboration among individuals, groups, and organizations.
- 7.13. Engages in performance management.

Qualifications:

- High school diploma or equivalent.
- Two years' experience managing daily operations in an office environment.
- Experience in administrative tasks such as answering phones, scheduling appointments, or maintaining records.

Required Knowledge, Skills, and Abilities: Writes professionally, using proper spelling and grammar.

- Knowledge of business English, spelling, punctuation, and arithmetic.
- Knowledge of modern office practices, procedures, and equipment.
- Knowledge of computer operations, including Microsoft Office suite.
- Microsoft Office Suite of software including PowerPoint, Word, Excel, and Outlook skills.
- Customer service skills.
- Organizational skills.
- Verbal and written communication skills.
- Relationship-building skills.
- Ability to write professionally, using proper spelling and grammar.
- Ability to prepare and maintain records and reports.
- Ability to interact appropriately and effectively with a wide range of persons.
- Ability to maintain and handle confidential information.
- Ability to follow protocol, procedures, and established guidelines.
- Ability to adapt to changing circumstances and needs.
- Ability to manage a demanding and changing workload.
- Demonstrated strong work ethic.

Physical Demands:

- Hearing
- Keyboarding
- Near visual acuity
- Sitting
- Speaking

The Health Department is an equal opportunity employer.

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