

Job Title:	Administrative Assistant		
Reports to:	Environmental Health Director		
Supervisory Responsibilities:	None	FLSA Status:	Non-exempt Hourly

POSITION SUMMARY:

Serve as secretary/assistant to a division head; perform responsible and specialized clerical and bookkeeping tasks for the specific division you have been assigned. This individual should be able to communicate with the public about various health department programs and community resources.

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

An employee in this class may be called upon to do any or all of the following: (These examples do not include all of the tasks which the employee may be expected to perform).

Assist with administrative detail/ research information from records, arrange meetings and conferences using the latest software capabilities such as Zoom, Google Meet, teleconferencing; and coordinate divisional or branch office activities.

Maintain specialized and regular department records and files and compile related reports as needed for the department you have been assigned.

Receive visitors and telephone calls; provide information to the public regarding departmental regulations and procedures; resolve or refer complaints and assist persons seeking departmental and/or other health department services.

Perform duties at off-site locations as needed.

Attend various trainings as needed to assist with specific program requirements/needs.

Check in/out clients thru established procedures, make appointments as necessary.

Required to take minutes at staff meetings and transcribe in easily written format.

Prepare correspondence, pamphlets, news releases, records, reports, requisitions and other communications from notes, transcriptions, and rough drafts or according to standardized form.

Collect, receipt and post fees for service, maintain balances, input fees and payments using current financial programs. Provide weekly, monthly reports as needed.

Cover switchboard/front desk as needed; when covering also responsible for opening/closing procedures.

May be required to assist other departments as needed, especially during shortages, vacations, etc.

Requisition supplies and equipment for department you have been assigned; maintain office supplies for staff use.

Able to communicate effectively with the public. Upholds a professional appearance and demeanor at all times.

Performs excellent customer service. Able to answer questions or refer to another department and/or agency as needed. Demonstrate independent judgment and discretions.

Perform outreach activities as assigned.

Keep files as recommended by State of Michigan's retention policy. Files purge or ready for destruction should be marked accordingly.

Knowledgeable of FOIA (Freedom of Information Act) and process requests accordingly.

Process information from database systems, create electronic records

Skill in establishing and maintaining good working relationships with employees.

Proficient in the operation of various office equipment, word processing applications and software, computers, scanners and other office equipment and the knowledge on applying this skill to complete various tasks.

May be required to translate both the spoken and written word of another language if known.

During a public health emergency may be required to perform other duties as assigned.

Required to participate in Emergency Preparedness trainings and exercises.

Perform related work as required.

NON-ESSENTIAL FUNCTIONS:

May be required to maintain/schedule appointments for divisional staff.

May be required to be involved in various interdepartmental committees.

Excellent telephone etiquette.

Travel to other offices as needed.

DESIRABLE QUALIFICATIONS FOR EMPLOYMENT:

Knowledge of modern office procedures and practices and skill in applying such knowledge in preparing reports and correspondence and maintaining related records and files.

Knowledge of policies, functions and organizations of the Health Department in order to resolve or refer complaints and requests for assistance.

Knowledgeable in various divisional software in order to complete tasks as assigned.

Well organized and able to handle interruptions. Able to multi-task.

An employee in this class, upon employment, should have the equivalent of the following training and experience:

Associate Degree in Administrative assisting or graduated from an accredited high school with 5 or more years' experience performing clerical or secretarial work, preferably in public health or Environmental Health field.

Strong command of the English language – oral and written.

A valid Michigan driver's license.

PHYSICAL REQUIREMENTS:

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 stand; sit (for prolonged periods of time); and walk; use hands or fingers, handle or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; twist, stoop, kneel, crouch or crawl; talk or hear; and taste or smell. The employee must occasionally lift or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus. Physical movements may be performed with a degree of mobility, manual dexterity and hand-eye coordination normally associated with the practice of daily activities of living.

WORK ENVIRONMENT:

Work is performed indoors in an office setting. Thermostats are kept at optimal temperature for the comfort of everyone. Work may include off-site clinics in all weather conditions and staff should dress accordingly.

May encounter stressful situations.

SPECIAL CONDITION OF EMPLOYMENT:

An employee in this class must provide his/her own transportation; drive on all rural roads and in all weather conditions.
