

POSITION:       **Clinic Administrative Assistant**  
DEPARTMENT:   Community Health & Prevention  
REPORTS TO:    Program Coordinator  
STATUS:         Non-Exempt/Health Unit

UPDATED: 11/19/2013  
REVIEWED BY: GC  
DATE APPROVED: 11/21/2013  
GRADE: 7

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**POSITION OBJECTIVE:**

Provides assistance to the various Nursing Clinic Programs. Ensures staffing needs are met for Maternal/Child Health Clinical activities. Assures effective community distribution of vaccines.

**DIMENSIONS:**

Phone calls: 40-50 plus daily

Vaccine Accountability:

    Vaccines For Children (VFC) providers: 72 – 80

    State Vaccine Agencies: 12 – 15

Reports: 2 plus monthly

**JOB DUTIES AND RESPONSIBILITIES:**

Prioritizes, distributes, and oversees the work of full-time support staff and clinic volunteers to ensure efficiency of the office.

Develops a monthly clinic staffing schedule to provide coverage of all on site and off site multiple clinical services.

Assumes responsibility for the maintenance of program records, reports, and databases for accuracy and compliance with program standards. Notifies program coordinator of deficiencies, recommending changes to improve efficiency in processes.

Manages the vaccine stores by assuring proper utilization of vaccines: monitoring vaccine usage and expiration dates; recommending the rotation of stores in the practices and health department sites; and ordering more supplies. Accounts for and reconciles the information on usage and distribution of vaccine to the State of Illinois. Submits a monthly accountability report to the State and quarterly submits new price proposals to administration for approval.

Trains and orients new staff to multiple record keeping systems, data entry procedures and clinic intake procedures in a variety of programs.

Acts as a resource and liaison for VFC providers and their staff providing training on the processes for eligibility, ordering and maintaining the public vaccine stores in Peoria County. Communicates immunization schedule changes and updates the practices and schools on current CDC recommendations and school mandates. Orders and distributes vaccines to Peoria County providers enrolled in the State Vaccine Programs

Provides front line customer service including the provision of information, collection of client information, assistance with filling out forms and applications, directing clients to other Health Department services, and verifying paperwork and/or eligibility for program services.

Answers telephones, prioritizes incoming calls, takes messages and gives to appropriate personnel, refers clients to appropriate area or agency. Provides detailed information and answers questions about programs. Serves as resource to other office support personnel.

Formats, types, and proofs correspondence including memos, emails, letters, reports and other documentation. Consults with Production and Design Technician on changing or revising forms, as needed.

Performs essential clerical functions such as taking minutes, sorting and distributing mail, monitoring and ordering supplies, copying, faxing information, e-mailing, and assisting with mass-mailings and filing.

Provides program or client information or records over the phone or by fax or mail to schools, medical/health providers, and clients, per Peoria City/County Health Department (PCCHD) guidelines.

Clinic Administrative Assistant

Create, formats, and generates reports for program-tracking using established databases or office applications.

Assists in the coordination of the meetings by identifying appropriate agenda items, issuing reminders, confirming attendance, and ordering requested materials for the meetings.

Provides assistance for clinics and health fairs in a variety of settings.

Maintains confidential personal information that must be safeguarded to prevent damage to client's lives or reputations. Utilizes sound judgment and caution in communications with individuals inside and outside the Department.

Attends in-service training and meetings as required by the Peoria County Health Department. Serves as a member on various committees as needed.

All Peoria City/County Health Department employees have an emergency response role and may be expected to respond to threats to the public's health; these may include, but are not limited to, requirements to work longer shifts, nights or weekends, and to perform duties different than the daily routine.

Collaborates in the development of and contributes to individual, team, and Departmental quality improvement and evaluation activities.

Assumes responsibility for professional development and job-related competency.

Other duties as assigned.

**EDUCATION, EXPERIENCE, AND OTHER JOB REQUIREMENTS:**

High school diploma or equivalent; minimum one year secretarial experience.

Associate's degree in office management or related field preferred.

Certification in word-processing and spreadsheet applications preferred.

Knowledge of medical terminology preferred.

Must have typing skills of 55 words per minute.

Must be able to demonstrate accuracy in processing detailed information.

Must have effective oral and written communication skills.

Must have proficiency in use of database technology and use of networked computer systems.

Knowledge and proper use of grammar, spelling, punctuation, proofing, document formatting and basic math skills.

Familiarity with office equipment: copier, multi-line phones, typewriter, fax machine, etc.

Must have effective problem solving skills and be able to handle multiple tasks with interruptions.

Must be able to maintain confidentiality.

**WORKING CONDITIONS:**

Worker's location is primarily office environment. May be exposed to noise, distractions and interruptions.

Worker may be exposed to hostile, verbally abusive, and emotional clients.

**PHYSICAL REQUIREMENTS**

Ability to sit for periods of time, stooping, kneeling, crouching, reaching, fingering, grasping, feeling, writing, and repetitive motions.

Clinic Administrative Assistant

Exerts up to 20 pounds of force occasionally and/or a negligible amount of force constantly to lift, carry, push, pull or otherwise move objects with the human body.

Hearing and speaking ability sufficient to carry on a conversation with another individual (or groups of individuals) in person and over the telephone.

Visual ability sufficient to read and produce printed material and information displayed on a computer screen.

Performs tasks requiring independent knowledge in addition to procedures or instructions provided.