

STAFF ASSISTANT (HEALTH - SPANISH SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent in this position provides technical assistance in assigned areas of the Health Department. This class performs various administrative support tasks to implement the goals of the department and may involve considerable inter-office and public contact. The duties require proficiency in both Spanish and English, providing interpretive and information services. Supervision is not normally a responsibility of this position but may be exercised over clerical staff. May be required to work off shift hours or days in response to emergency situations. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Communicates both orally and in writing in the Spanish and English languages;

Reviews and interprets program goals and procedures;

Performs various clerical and administrative support tasks within assigned program area;

Assists in facilitating work flow of unit;

Assists management or administrative staff in assembling data for specific problem and operational areas;

Uses various specialized applications to report and track data, including supplies, medications, and services rendered;

Monitors required supplies for assigned program, ensuring availability and proper storage of same at all times;

May assist with the tracking, deployment, maintenance and calibration of a wide variety of equipment and devices;

Coordinates and organizes activities of assigned clerical employees for specific projects, studies, surveys and special documentation as required;

Organizes community and program activities to ensure community awareness of health services;

Participates in the development of educational materials such as newsletters, pamphlets, etc;

May prepare and process purchase requisitions for health related material, supplies and equipment in accordance with established County procedures;

May maintain a register of purchase requisitions using a manual and/or automated system;

Inspects orders for accuracy, prepares for proper storage and/or delivery, and forwards invoice to Finance for vendor payment;

Compiles data and prepares statistical reports on departmental activities;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

Assists with mailings and photocopying as needed, including opening, screening, date stamping and routing mail;

Acts as liaison between Health Department staff and general public;

Interfaces with multiple other agencies and County departments in support of the assigned program(s);

May prepare time and attendance records for unit;

Assists in the preparation of the annual budget;

Responds to inquiries pertaining to the functions and activities of the Health Department;

Refers patients to other sources of medical and social services;

May participate in training or emergency activation exercises, as assigned, in accordance with public health and emergency management related directives, regulations, policies, laws and guidance;

May participate in meetings or similar activities, including Emergency Operations Center activations, as required;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the Health Department's organization and operations; good knowledge of administrative practices and techniques; ability to gather and analyze data; ability to plan, organize and coordinate program activities; ability to plan and present ideas clearly and effectively both orally and in writing; ability to establish and maintain effective working relationships; ability to read, write and listen to the Spanish language at a level sufficient to pass a Spanish Language Proficiency Test; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential tasks of the position; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; initiative; tact; good judgment; resourcefulness; thoroughness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A high school or equivalency diploma and either (a) Bachelor's degree* and one year of experience in a health-related or community setting where the primary function of the position was in either general administrative support work and/or contact with the general public; or (b) satisfactory completion of 60 credits* and three years of experience as stated in (a); or (c) five years of experience as stated in (a).

SUBSTITUTION: Successful completion a Bachelor's or Master's degree* in Health, Health Administration, Health Care Administration, Health Education, Health Science, Community Health, or closely related field may substitute for the above required experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

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Job Group: VIII