

## County of Grundy--Job Posting Health Department



Date of Posting:	December 1, 2023
Applications Accepted Until:	Posted until filled
Job Title:	Receptionist
Employee Status:	Part Time, 28 hr/week, non-exempt
Union Affiliation:	AFSMCE
Rate:	\$16.00 (Grade 1)
Work Setting:	Work is performed from office in Morris, IL. Exact work schedule to be determined by supervisor upon hire, but shall be Monday through Friday between the hours of 8:00am and 6:00pm.

### **SUMMARY:**

The Health Department Receptionist serves an important multipurpose role in the operations of the entire Health Department. This position will be cross-trained within all Divisions to provide overall support to Health Department operations and serve in a cross-trained manner. This involves becoming proficient in all Health Department services, record systems and processes.

The Receptionist is the initial contact with potential and existing clients. The Receptionist performs general office reception services and coordinates contacts between clinical staff, clients and outside agencies. In addition, the receptionist has a high level of responsibility toward completion of clerical duties for the entire Health Department.

This position requires a high degree of organization and communication skills necessary to accomplish the various tasks within the goal of increased client access to services/programs and improved interdepartmental communication. The position entails staffing the front desk in a professional and courteous manner, observing HIPAA and other confidentiality guidelines, working cooperatively and creatively to maximize support for client needs, complete records management functions which includes, but is not limited to: scheduling appointments, providing intake data entry, verifying health insurance coverage, maintaining information to assist clients, staff, residents and others, referrals to outside resources, filing, shredding and accounts receivable collection.

The ideal candidate will be dedicated to the Department's Mission: To Preserve, Protect and Promote the health and well-being of Grundy County, as services are provided through a trauma-informed lens. Ideal candidate will be proficient at working independently, with little daily direction, and quickly learns the balance with teamwork. Candidate will be capable of critical thinking and sound judgement. Candidate will be intrinsically motivated, possess a work ethic of high standards, and work cooperatively with staff and partner agencies to ensure a welcoming, safe and healthy environment for staff and clients.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Provides quality customer service to all clients of the Health Department with clarity, respect and dignity.
2. Provide administrative assistance to the Health Department including, but not limited to:
  - a. Act as the first point of contact for Health Department clients via phone or in person.
  - b. Provide office and clerical support, which may include faxing and filing, organizing and shredding (as allowable)
  - c. Receive and receipt payments for services and activities.
  - d. Maintain and update records in electronic record systems.
  - e. Serve as support to direct service staff and leadership, extending oneself to maximize the client experience and create efficient work processes for the Health Department.
  - f. Assist in creating and distributing educational and health promotion materials.
3. Screens incoming requests for service to determine the urgency of contact. Refers clients needing immediate attention to the appropriate personnel. Completes initial registration for clients along with obtaining necessary demographic information, insurance, releases, and other paperwork as deemed necessary for the registration process.

4. Responsible for learning all aspects and job areas of the front desk.
5. Takes action when receiving a crisis call. Informs appropriate personnel of situation at hand and makes required immediate calls to i.e. police, ambulance, and hospital.
6. Gatekeeper of client/patient files, in both hard copy and the Electronic Health Records system. Data entry pertinent to the client files. Processes and completes requests for information from Social Security and other entities.
7. Assists in appointments, reminder calls, scheduling and other related requests.
8. Participates in activities that lead to cooperation with other county departments, which may include preparing workspaces for closure at the end of the night.
9. Participates in activities that lead to compliance with accrediting bodies, granting agencies and oversight entities, which may include distribution and collection of surveys.

**PHYSICAL REQUIREMENTS:**

While performing the duties of this job, the employee is frequently required to sit. The employee is occasionally required to stand; walk; use hands to finger, handle or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch or crawl; talk or hear; and taste or smell as well as lift up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Any qualified applicant with a disability and requiring reasonable assistance or accommodation to the application and/or interview process should notify the HR Department.

**MINIMUM REQUIREMENTS:**

Requires high school diploma or equivalent and a minimum of two (2) years' experience in a clerical position. A college certification in secretarial science or any combination of experience, education, and training which would provide the level of knowledge, skills and ability, preferred. Knowledge of health insurance and billable services skills are highly recommended.

**TO APPLY:** Candidates must meet the minimum requirements of the position in order to be considered.

Send resume and salary requirements to [HR@grundyco.org](mailto:HR@grundyco.org) with "Health Department Receptionist PT" in the subject line or mail to Grundy County Administration, Attn: HR 1320 Union Street, Morris, IL 60450.

No phone calls please.

*Grundy County is an Equal Opportunity Employer and will give consideration to all qualified applicants for employment without regard to race, color, religion, national origin, ancestry, age, sex, marital status, order of protection status, disability, marital status, sexual orientation, pregnancy, or unfavorable discharge from military service as those terms are defined in Section 1-103 of the Illinois Human Rights Act (775 ILCS 5/1-103).*