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<u>Job Title</u> Administrative Assistant/Deputy Registrar	
<u>Pay Range</u> \$16.00 - \$17.50 per hour	<u>Updated</u> May 2024
<u>Supervisor</u> Administrative Manager	<u>Location</u> Sterling
<u>Schedule</u> 8 AM - 5 PM Monday -Friday	<u>Employee Type</u> Full Time
<u>Education</u> High School Diploma or Equivalent	<u>License/Certificates</u> Driver's License (Required)

General Statement of Duties

The Administrative Assistant position will demonstrate a well-rounded approach and possess positive communication skills in performing administrative duties and general support of all programs as needed. This position works at the main desk of the NCHD facility; answering phones, greeting clients, and fulfills requests for vital records.

Primary Duties and Responsibilities

Any one position may not include all of the duties listed, nor do the listed examples include all tasks which may be found in positions of this class. The Northeast Colorado Health Department retains the right to modify or change the duties or essential and additional functions of the job at any time.

The Administrative Assistant/Deputy Registrar will provide administrative support and program assistance for all divisions within the Northeast Colorado Health Department. This role will make an impact at NCHD and in the community through the following activities:

- Performs receptionist duties including answering phones; greeting and assisting clients; directing callers and visitor's to the appropriate employee; and providing routine information requiring knowledge of agency policies and procedures.
- Performs Deputy Registrar duties for vital records (birth and death certificates); issues burial permits and certified copies.
- Enters and accesses data using Colorado State's vital records electronic system.
- Completes Vital Records Audits as assigned.
- Creates and maintains general office files. Orders and distributes office supplies as needed.

- Composes and types agency correspondence as needed.
- Researches, compiles, and provides information to citizens, businesses, and other governmental agencies regarding departmental transactions.
- Interprets and explains departmental rules, regulations, and procedures to the public.
- Creates spreadsheets for a wide variety of NCHD needs, as well as maintains databases as needed.
- Establishes and maintains effective working relationships with coworkers, the public, community-based organizations, and other agencies.
- Schedules, checks in, and confirms nursing and other agency appointments.
- Performs duties using the efficient operation of all office equipment with speed and accuracy.
- Schedule's meetings and reserve conference rooms. As needed.
- Verify and print out immunization records for clients. As needed.
- Receives, sorts, and distributes interoffice mail.
- Performs general cleaning of the lobby areas, including child play areas. This may include vacuuming and sanitization of toys.
- Runs postage meter and copier/printer reports for base office location regarding program expenditures. Sends postage, copier/printer and petty cash reports to Administrative Manager.
- Performs other duties as directed or assigned by supervisor or management.

Knowledge, Skills and Abilities

- Excellent communication skills and be able to work with a wide range of people/professionals/agencies.
- Excellent organizational skills.
- Excellent computer skills, familiarity with Microsoft Office Products, typewriters, calculators, phone systems and fax machines; ability to make simple mathematical computations.
- Considerable knowledge of grammar, spelling and punctuation.
- Ability to provide courteous and sensitive customer service to clients and to a public of diverse cultural and socio-economic backgrounds.
- Ability to follow written and oral instructions.
- Working knowledge of office practices and procedures.
- Ability to be a self-starter and possess time management skills.
- Ability to multi-task and prioritize.
- Contributes to building a positive team spirit and supports coworkers' efforts to succeed.
- Familiarity with public health is a plus.
- Ability to establish and maintain effective working relationships with other NCHD employees, community partners, and the public.
- Bilingual in English/Spanish preferred.

Qualifications and Experience

- Knowledge and experience in receptionist and customer service capacity. Specifically related to public health preferred.
- Strong work ethic and passion for community health.
- Skills and activities require fine motor dexterity, grasping and manipulating office equipment, ability to distinguish small objects at near and far distances, ability to participate in routine conversation in person or via telephone, and distinguish auditory tones associated with an office environment and ability to speak clearly.
- Ability to communicate effectively, both verbally and in writing, when providing information to the public/clients.
- H.S. Diploma or GED.
- One year or more experience in customer service or administrative duties. Preferred.
- Must possess a valid driver's license and have access to dependable transportation readily available for business use.
- Bilingual in English/Spanish is preferred. NCHD may compensate bilingual employees with an additional salary stipend to recognize the value it brings to our operations.

WORKING ENVIRONMENT

This position involves working in an office environment. Familiarity with general office equipment such as computers, copy machines, and fax machines, is required. NCHD also requires the use of computer programs such as calendars, email, virtual meetings, MS Office products, etc. Daily activities may involve standing, sitting, driving, stooping, kneeling, climbing, lifting, carrying, transferring objects, reaching, pushing, and pulling. Periodic travel is expected of all staff throughout the 6-county region (Logan, Morgan, Phillips, Sedgwick, Washington, and Yuma Counties). Stairs are present in many offices. The climate and/or temperature, depending on assignment, may be uncomfortable at times.

DRUG-FREE WORKPLACE STATEMENT

In 1988, Congress enacted the Drug-Free Workplace Act. This law requires employers who contract with or receive grants or funding from federal agencies to certify that they will meet certain requirements for providing a "Drug-free workplace." The Northeast Colorado Health Department intends to comply with all provisions of the Act. Therefore, to ensure a safe working environment, it is the policy of Northeast Colorado Health Department that use of alcohol, other drugs, or controlled substances during work hours is prohibited. Likewise, it is the policy of Northeast Colorado Health Department that illegal possession, manufacture, use, sale, or transfer of a controlled substance on NCHD property or during work hours by its employees is prohibited.

EQUITY IN THE WORKPLACE

Northeast Colorado Health Department recruits, hires, employs, trains, promotes, and compensates individuals based on job-related qualifications and abilities. The Northeast Colorado Health Department also has a policy of providing a work environment that respects the dignity and worth of each individual and is free from all forms of employment discrimination, including harassment, because of race, color, sex, gender, age, religion or religious creed, national origin, ancestry, citizenship, marital status, sexual orientation, gender identity, gender expression, genetic information, physical or mental disability, military or veteran status, or any other characteristic protected by law.

HIPAA STATEMENT

It is the intention of the Northeast Colorado Health Department (NCHD) to ensure the confidentiality and integrity of protected health information of both patients and employees, as required by HIPAA, professional ethics, accreditation standards, licensure requirements, and any other legal requirements.

Employees/students/volunteers are expected to follow NCHDs policies, guidelines and standards for workforce performance expectations which are mandated by HIPAA.

EMERGENCY PREPAREDNESS AND RESPONSE DUTIES

Employees are required to complete Northeast Colorado Health Department provided emergency response training, exercises, and drills to prepare for a public health emergency. As First Responders, employees are required to support public health emergencies, incidents and events.

BENEFITS INCLUDE:

- Medical insurance options at the beginning of the month after hire.
- Dental insurance options at the beginning of the month after hire.
- Vision insurance options at the beginning of the month after hire.
- Voluntary benefit options available at the beginning of the month after hire.
- PERA Retirement upon hire.
- 401K participation.
- PSLF Eligible employer.
- 2 hours/month wellness leave (non-accruing) (full-time only).
- Paid sick time (part-time only).
- Paid time off (full-time only), accrues at 19 hours/month.
- 12 paid holidays/year.

Signature _____

Date _____