



**UMATILLA COUNTY  
POSITION DESCRIPTION**



**Department:** *Public Health*  
**Position Title:** *Office Manager*

**Employee Name:** \_\_\_\_\_

**Effective Date:** \_\_\_\_\_

**Job Series:** \_\_\_\_\_ **Salary Range:** **R20**  
**Union Covered:** **No** **BOLI Exempt:** **Yes**

**GENERAL DESCRIPTION OF POSITION**

Supervises, trains and evaluates clerical support staff in the Health Department. Plans and coordinates the workflow of the office, recommending and preparing procedures to increase productivity and efficiency. Operates computerized data systems containing patient and program information, and retrieves appropriate data for reports and program monitoring and evaluation. Serve as Lead Deputy Registrar for Vital Statistics. Participates in establishing fee collection policies and setting fees. Prepares timesheets and pay change notices for submittal to HR, oversees time studies, oversees the preparation of monthly and quarterly state and federal reports, and coordinates with the Department Director and the County Finance Director.

**SUPERVISORY RELATIONSHIPS**

Works under the supervision of the Director of Public Health as a member of the Public Health Management Team.

**PRINCIPAL DUTIES OF POSITION**

- Plans and directs the work of the Health Department clerical staff; prepares requests for recruitment for vacant positions for HR and makes hiring recommendations; analyzes and solves personnel problems; provides for appropriate training. (EE)
- Maintains knowledge of all clerical duties. Supervises assigned clerical staff; actively participates in selection of new employees; provides training, assigns duties, monitors work; handles grievances; evaluates performance; and recommends personnel actions. (EE)
- Discipline per appropriate Human Resources and Union Agreements of personnel may be required. (EE)
- Serves as Deputy Registrar for Vital Statistics. (EE)
- Exercises considerable discretion in the protection or release of confidential information. (HIPAA requirements and compliance). Serves as the Department’s Release of Information Coordinator in collaboration with the County Attorney. (EE)
- Participates in development and implements departmental policies for areas such as budget, data management, purchasing and accounts payable/receivable. (EE)

- Submits timesheets for all department personnel to HR. Prepares and tracks copies of payroll change notices. Monitors staff vacation and sick leave use/accrual and reports any discrepancies to the employee's immediate supervisor and/or the Director as appropriate after verifying balances with County Pay and Benefits Administrator. Picks up checks from the Courthouse at the end of the month and distributes to staff. (EE)
- Gathers and prepares monthly and quarterly statistical reports with little direction other than a brief description of results expected. Performs some tasks of a problem-solving nature to include computer input/retrieval methods. Provides Management team with reports as directed.(EE)
- Participates in establishing fee collection policies and setting fees. (EE)
- Supervises staff responsible for all third-party billing for health services. (EE)
- Develops data entry forms and generates reports. (EE)
- Monitors, reports, updates and corrects data. (EE)
- Develops codified business policy and procedure manuals. (EE)
- Takes minutes at staff meetings and distributes to all employees. (EE)
- Creates/prepares clinic forms. (EE)
- Troubleshoots building maintenance problems for all Public Health locations and ensures problems are resolved. Fills out maintenance requests as needed. (EE)
- Orders office equipment and clerical supplies for all Public Health locations as approved. Orders state and county forms as assigned. Orders educational materials as needed. Maintains inventory of all necessary supplies for copiers and printers. Troubleshoots copier and printer problems and arranges for maintenance as assigned. (EE)
- Participate in occasional after hours or weekend events as needed to include health fairs, community clinics, and public health emergencies. (EE)

### **OTHER DUTIES OF POSITION**

- Actively participate as an accreditation team member. (EE)
- Maintain a basic knowledge of Quality Improvement based on the Plan-Do-Check-Act (PDCA) model. (EE)
- Actively serve on Quality Improvement teams and/or identify processes for improvement, as assigned. (EE)

### **REQUIREMENTS FOR POSITION**

#### **EDUCATION AND/OR EXPERIENCE**

- Minimum 2 years office management work experience required and/or associate of business degree preferred.
- High school graduation or equivalent
- Knowledge of typing, accounting, and basic computer operation
- Considerable knowledge of general office practices, supervision and personnel practices.
- Considerable knowledge of federal, state and local reporting requirements for fiscal and program accountability
- Able to plan, direct, and effectively supervise the work of subordinates; able to analyze and resolve personnel problems, exercise judgment and initiative in analyzing administrative and fiscal problems

- Able to work as a team member and share in the decision making process
- Able to compile, organize and analyze complex fiscal or special project data and prepare recommendations, reports and fiscal/budget document

#### LANGUAGE SKILLS

- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Ability to communicate effectively, both orally and in writing; able to establish and maintain an effective working relationship with other employees, agencies and the general public.

#### MATHEMATICAL SKILLS

- Ability to calculate figures and amounts, such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to apply concepts of basic algebra and geometry. Ten key and Excel required.

#### REASONING ABILITY

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

#### **AUXILIARY FUNCTIONS OF THE POSITION:**

In the event of a declared emergency by the Board of County Commissioners, the employee is subject to a temporary emergency assignment according to the Emergency Management Plan, for which prior preparations or cross-training may occur in an occasional “table-top” test exercise. The employee will return to regular assignment upon the vacations of the declarations of emergency.

#### **PHYSICAL DEMANDS**

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

While performing the duties of this job, the employee is frequently required to walk, sit, bend, talk and hear. The employee is required to use hands to finger, handle, or operate objects, tools, or controls; and reach with hands and arms.

The employee may occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability and adjust focus.

#### **TOOLS AND EQUIPMENT USED**

Computer, including word processing, data base, Internet, and spreadsheet programs; calculator, telephone, copy machine, fax machine and postage machine.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

While performing the duties of this job, the employee works in an office environment; the employee rarely works in outside weather conditions. The noise level in the work environment is usually quiet.

**This description covers the most significant essential and auxiliary duties performed but does not include other occasional work which may be similar, related to, or logical assignment to the position.**

**The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.**

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Employee's Signature/Date