

## **LIVINGSTON COUNTY JOB DESCRIPTION**

### **OFFICE MANAGER – HEALTH PPHS**

**Supervised By:** Deputy Health Officer/Director of Personal and Preventive Health Services

**Supervises:** Hearing and Vision Technicians and serves as a leader for other clerical staff

**Department:** Health Department

**FLSA Status:** Non-Exempt

#### **Position Summary:**

Under the supervision of the Deputy Health Officer/Director of Personal and Preventive Health Services (PPHS), oversees the day-to-day operation of the Hearing and Vision Program including the supervision of technical staff. This position may also coordinate and supervise the work of other clerical staff and provides leadership and guidance to other staff members as necessary.

#### **Essential Job Functions:**

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Provides leadership and guidance to employees to support the success of the Hearing and Vision program. Coordinates training, observes and assists Technicians, assigns schedules and other program tasks, as needed.
2. Coordinates the work assignments of Hearing and Vision staff, including the review and approval of requested time off and the coordination of work schedules to ensure service delivery.
3. Schedules Screening (Hearing, Vision, Dental) dates with schools and childcare facilities.
4. Acts as the primary contact for the Hearing and Vision testing program for all staff, parents, and school personnel with concerns and complaints. Manages all concerns and complaints for the program.
5. May serve as a formal leader of administrative support staff of the PPHS Division by managing the day-to-day work, including the review and evaluation of job performance and other employee relation matters. Also, in consultation with the Director of PPHS participates in the interviewing and hiring process of vacant clerical positions as well as employee discipline.

6. Prepares and reviews reports and statistics regarding testing results for review for the County and State monthly, quarterly, and yearly reports.
7. Implements and maintains Hearing and Vision testing results and records and follow-up listings. Ensures follow-up is performed for children who were referred for further evaluation. Responsible for the records retention process and storage.
8. Maintains inventory for hearing and vision testing supplies. Schedules calibration of testing equipment and any repairs, as needed.
9. Attends conferences, workshops, and seminars as appropriate.
10. Complies with the Health Department's quality improvement policy and actively participates in the quality improvement plan.
11. Coordinates with schools to maintain compliance with State reporting requirements. Ensures all changes and new state reporting requirements are communicated to school/childcare reporting staff.
12. Recommends changes to PPHS policies and procedures to increase efficiencies and improve customer service. Develops standard operating procedures to implement the recommended changes and trains appropriate staff, which may include professional staff, on these changes.
13. Trains administrative support staff to perform the duties associated with each position.
14. Provides backup to administrative support staff in their absence, including answering phones, and directing customer inquiries.
15. Responsible for completing other tasks as described herein or delegating tasks to administrative support staff where appropriate.
16. Acts as FOIA coordinator for the PPHS Division. Coordinates with County FOIA coordinator per FOIA policy set by Board of Commissioners.
17. Performs basic office duties such as copying, filing, faxing, typing standard documents, preparing, sorting, distributing mail, and entering data into various software programs or spreadsheets.
18. Manages record retention within the department. Categorizes records to be filed, and scans contracts, permits, and other records using document management system. Assists other professional staff on functionality of the system as needed.
19. Utilizes available programs to compile and enter data into state and local databases, including but not limited to: Microsoft Suite, Easy Log Data Logger, Patagonia (EMR),

BS&A, Sword Solutions, and Munis. State of Michigan programs/databases: CHAMPS, MILOGIN, MI-WIC, EPPIC, CSHCS, MCIR, MDSS, DSA, CHASS, Healthy Michigan & Medicaid Programs, LHD SharePoint, WPS-Medicare, RKStudio. Utilizes these programs to prepare various reports as needed based on mandatory program requirements or other administrator requests. Problem solves highly complex issues with the computer-based programs.

20. Performs other duties as directed by the Director of PPHS.

**Required Knowledge, Skills, Abilities and Minimum Qualifications:**

The requirements listed below are representative of the knowledge, skills, abilities, and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- High school diploma supplemented by vocational or college-level training in office management or similar discipline and four years of experience in providing administrative support in a complex customer service-focused operation.
- The County, at its discretion, may consider an alternative combination of formal education and work experience.
- Michigan Vehicle Operator's License.
- Through knowledge of State of Michigan Health Hearing and Vision Program, screening techniques and procedures testing hearing and vision with children, interpreting testing results and public health care principles and practices.
- Knowledge of Hearing and Vision Equipment and its appropriate usage.
- Considerable knowledge of records management and retention.
- Skill in effectively communicating ideas and concepts orally and in writing. Must demonstrate technical writing skills.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with County employees, contractors to the County, representatives of other governmental units, school officials and staff, professional contacts, elected officials, and the public.
- A level temperament which allows for effective communication with upset clients and ability to de-escalate heated encounters.
- Ability to assess situations, solve problems and work effectively under stress and within deadlines, including emergency situations.

- Skill in the use of office equipment and technology, including Microsoft Suite applications and software programs utilized by the Livingston County Health Department and specialized hearing and vision testing equipment.
- Ability to plan and organize the work of others.
- Ability to work with multiple priorities and meet frequent work deadlines.

**Physical Demands and Work Environment:**

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

While performing the duties of this job, the employee is regularly required to communicate in person and by telephone, read regular and small print, view, and produce written and electronic documents and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office setting, stand, sit, stoop, and kneel, use hands to finger, handle, or feel and reach with hands and arms. The employee must lift or push/pull objects of up to 15 lbs. without assistance. Accommodation will be made, as needed, for employees required to lift or move objects that exceed this weight.

The typical work environment of this job is a business office setting where the noise level is quiet and sometimes moderate. Though applicable safety procedures are documented and utilized, the incumbent may be exposed to unsanitary or unhygienic materials, individuals, and situations while performing required duties.