

PUBLIC HEALTH Department Assistant

DEFINITION

Position is responsible for performing highly responsible administrative and office management services for the Health Department, including accepting and reviewing applications and collecting and accounting for fees for licenses and permits; providing information and assistance to the public regarding public health issues, codes and regulations; maintaining up to date filing system and records; processing department payroll and invoices; preparing reports and correspondence, coordinating activities, and scheduling appointments/inspections.

ESSENTIAL FUNCTIONS

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Provides administrative and secretarial assistance to the Director of Public Health and Board of Health, Health Agent(s), Animal Inspector, Public Health Nurse, and Assistant Public Health Nurse; performs a variety of complex administrative, technical, and fiscal responsibilities including typing correspondence, guidelines and reports.
- Creates, implements, and maintains computer database programs and instructions and establishes and maintains department records and files. Manages highly technical database of information pertaining to Title V requirements and other health data, including all licensing, septic construction, well construction, mapping, investigations, complaints, fee information, compliance certifications, and numerous reports through the health management database system.
- Serves as department liaison for system technical support in troubleshooting and refining system needs. Responsible for analyzing program objectives to ensure systems meet departmental needs.
- Maintains Board of Health page on Town website.
- Manages Town's Biological Waste "Sharps" collection/disposal program.
- Supports emergency preparedness program, including maintaining inventory of and assisting in distribution of supplies, assisting in reconciling grant funds, maintaining records and entering data related to the Canton Medical Reserve Corp.
- Maintains office records and reports; places legal advertisements in newspapers; ensures that newly adopted regulations are published and submitted to appropriate authorities so that they are legally valid; prepares public information notices for local cable channel.
- Maintains Department tickler file and calendar of events; schedules appointments and meetings, as well as percolation tests for Sanitarian and Director; and makes travel arrangements and training reservations.
- Assists Department Head with numerous administrative tasks; screens and processes mail and telephone calls; reviews and processes requisitions, purchase orders, and vouchers;

monitors accounts payable to ensure for the timely payment of bills; orders office supplies and maintains an adequate inventory of supplies.

- Accepts applications for Disposal Works Construction Permits and Well Construction Permits, schedules all necessary inspections, collects fee and ensures that all details are complete and all necessary documentation is provided prior to submittal to Director of Public Health for approval.
- Processes payroll and invoices for weekly warrant and maintains financial records and budget.
- Issues compliance certificates for completed sewer disposal systems.
- Completes and distributes reports regarding animal bites that occur within the Town, including obtaining information from individuals and facilities to verify rabies vaccination status of animal(s) involved in incident.
- Accepts and processes applications for licenses and permits, ascertains compliance with regulations and laws, and generates permits upon completion of all documentation for Board approval. Assigns and records all fees for department and reconciles turnover to Treasurer and Town Accountant.
- Provides information and assistance to the public and other Town departments; provides information relating to regulations and bylaws, answers inquiries, requests, and complaints, or refers individuals to other resources as appropriate.
- Schedules and posts notice of hearings and meetings, prepares and distributes agendas, retrieves or produces information and documents; prepares correspondence and follow up as requested.
- Assists in organizing and coordinating activities for various Public Health clinics and events; prepares public notices, schedules locations, provides for custodial services, food, volunteers and other services as required; provides follow up with participants as needed; enters data into Massachusetts Immunization Information System (MIIS) regarding immunizations given by Public Health nurses throughout calendar year.
- Completes and prepares material for periodic and special reports, such as Annual Report and warrant articles for Town Meeting.
- Oversees/supervises: Senior Citizen Tax Credit Program Workers within the Board of Health Department.
- Performs similar or related work as required.

SUPERVISION RECEIVED

Under general supervision. The employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The supervisor provides additional, specific instruction for new, difficult or unusual assignments, including suggested work methods. The employee refers unusual situations to the supervisor for advice and further instructions.

ACCOUNTABILITY

The nature of the work means that errors in administrative work are not easily detected. Consequences of errors, including inaccurate information, could impact other departments and result in monetary loss, interruption of service and poor internal or external customer service.

JUDGMENT

The work requires examining, analyzing and evaluating facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices and precedents which may be complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate actions. Employee is expected to weigh efficiency and relative priorities in conjunction with procedural concerns in decision making. Requires understanding, and applying federal, state and local regulations.

COMPLEXITY

The work consists of the practical application of a variety of concepts, practices and specialized techniques relating to a professional or technical field. Assignments typically involve evaluation and interpretation of factors, conditions or unusual circumstances; inspecting, testing or evaluating compliance with established standards or criteria; gathering, analyzing and evaluating facts or data using specialized fact finding techniques; or determining the methods to accomplish the work.

NATURE AND PURPOSE OF CONTACTS

Relationships are primarily with co-workers and the public, involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. Other regular contacts are with service recipients and employees of outside organizations. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with hostile, uncooperative or uninformed persons.

CONFIDENTIALITY

Employee has access to departmental confidential information in the performance of their duties.

EDUCATION AND EXPERIENCE

Associates degree preferred and three to Five of office management or administrative experience or other related work experience, or any equivalent combination of education and experience.

KNOWLEDGE, ABILITY, AND SKILLS

Knowledge: Knowledge of state laws and regulations, Town bylaws, policies, and programs governing department operations; knowledge of office management.

Abilities: Ability to work independently; ability to manage multiple tasks, meet deadlines, pay attention to details despite interruptions, and maintain confidential information; ability to supervise; ability to oversee the implementation of various departmental software programs.

Skills: Record keeping, bookkeeping, oral and written communication, and customer service skills. **Computer Applications:** Microsoft word, excel, database programs.

WORK ENVIRONMENT

The work environment involves everyday discomforts typical of offices, with occasional exposure to outside elements. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant. Incumbent may be required to work beyond normal business hours in response to emergency situations or to attend evening meetings.

PHYSICAL, MOTOR, AND VISUAL SKILLS

Physical Skills

Minimal physical demands are required to perform most of the work. The work principally involves sitting, with intermittent periods of stooping, walking, and standing. May be required to lift objects such as files, boxes of papers, office supplies, and office equipment weighing up to 30 pounds.

Motor Skills

Duties are largely mental rather than physical, but the job may occasionally require minimal motor skills for activities such as moving objects, using office equipment, including but not limited to telephones, personal computers, handheld technology, and other office equipment.

Visual Skills

Visual demands require routinely reading documents for general understanding and analytical purposes; ability to use computer and other office equipment.