



## **Processing Assistant Position Mitchell County Health Department**

### **Position Summary**

This is a full-time, entry level position and performs a variety of office and/or technical tasks to accomplish the specialized processing of information, documents, or materials. This position is responsible for answering incoming calls and directing appropriately, scheduling and managing patient appointments, and providing customer service. This position will process patient medical records, update patient demographics in the agency's computer system. Duties include document completion, verification, problem identification and resolution; public contact including receiving and providing information and problem solving; files maintenance and management.

Employees in this position may work with one process or several related processes. Employee is responsible for knowing and applying policies and procedures, laws, and regulations. This position will take notes at meetings, prepare minutes, including indicating who is responsible for any agreed action. This position requires electronic protected health information (ePHI). ePHI level of access is determined by the position. This position will function as assistant billing and data entry for all billable and/or reportable services for all programs which includes billing Medicaid for Health Department. Based on the standardized nature of work performed, employees may function independently or with close review.

This position will be cross trained to cover other programs to include but not limited to environmental health services and billing. Will participate in emergency preparedness and other public health training. This position reports to the Office Supervisor.

### **Knowledges, Skills, and Abilities:**

- Ability to use a variety of standard office equipment.
- Ability to learn and apply a variety of guidelines.
- Ability to communicate via telephone and in person.
- Ability to work with people from a wide range of cultural, educational, and economic backgrounds with courtesy and tact.
- Ability to always demonstrate professionalism.
- Working knowledge of personal computers and computer programs
- Ability to accurately record numbers and text; balance and reconcile figures.
- Ability to coordinate the work of other support staff.
- Ability to generate reports, as available, from the Electronic Medical Record system as requested by staff.
- Ability to follow oral and written instructions and procedures.
- Performs other related duties as assigned.

### **Required Qualifications:**

- Strong oral and written communication skills
- Strong accuracy and attention to detail

**Minimum Education:**

- High School diploma or equivalent and demonstrated knowledge, skills and abilities gained through at least one year of office assistant experience; or an equivalent combination of training and experience.

**Other Requirements:**

- Must possess a valid NC Driver's License and reliable transportation.

**Work Schedule:**

- Scheduled work hours will be within normal health department hours, which are 8:00 am – 4:30 pm Monday – Friday. Work hours are required to adequately perform the functions of the position. After-hours and weekend work required on occasion.

**Physical Requirements:**

Requires frequent sitting for long periods. Requires use of office equipment, such as computers, telephones, copiers. The employee is occasionally required to stand and walk; lift to 10 lbs.; use hands and fingers; vision abilities required include close vision, distance vision, depth perception, and ability to adjust focus.

**Location:** Toe River Health District Office in Bakersville, North Carolina

**Salary commensurate with experience and includes an excellent benefit package.**

**Position Closes October 17th, 2023**

This position is subject to employment reference checks, drug tests and background checks.

**Qualified and interested applicants can apply by submitting a NC State Application and resume to Human Resources at [glenda.shuffler@toeriverhealth.org](mailto:glenda.shuffler@toeriverhealth.org)**

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