

ATCHISON COUNTY HEALTH DEPARTMENT

521 Main Street
Tarkio, MO 64491
660-736-4121 (phone)
660-736-5533 (fax)



Job Title: Office Assistant

Department: Public Health

Location: Atchison County Health Department, 521 Main St., Tarkio, MO 64491

Job Type: Full-Time Available; Monday - Thursday, 7:30am - 5:30pm

Closing Date: until a suitable candidate is found

Job Summary:

The Office Assistant position plays a vital role in supporting public health services by serving as the primary point of contact for clients and the public. Under general supervision, this position provides administrative, clerical, and customer service support to ensure efficient clinic and office operations. The role supports the mission, strategic goals, and accreditation standards of the health department in accordance with the Public Health Accreditation Board (PHAB).

Key Responsibilities:

- Serve as the first point of contact for clients by greeting visitors, answering phones, directing inquiries, relaying messages, and providing exceptional customer service in a professional, courteous, and timely manner.
- Schedule appointments, manage staff and clinic calendars, review upcoming appointments for conflicts or follow-up needs, coordinate patient reminders and recall activities, support client check-in and check-out processes, and assist with efficient clinic flow and operations.
- Collect, verify, enter, and maintain client and program information in electronic health records (EHR), public health reporting systems, and other records in accordance with established policies, procedures, and regulatory requirements.
- Support electronic medical billing processes, including insurance eligibility verification, claim submission and tracking, accurate billing data entry, payment posting, fee collection, receipt processing, and responding to routine billing inquiries from patients and insurance providers.
- Maintain confidentiality and ensure compliance with HIPAA and all applicable federal, state, and local regulations.
- Provide administrative support including filing, copying, records management, data entry, maintaining organized filing systems and records storage areas, and ensuring the accuracy, accessibility, and retention of departmental records.
- Coordinate office operations by monitoring, organizing, and maintaining inventories of office, clinic, educational, and program supplies; receiving and distributing deliveries; managing educational materials; and assisting with ordering supplies to support uninterrupted operations.
- Prepare for clinics, outreach activities, educational programs, public health events, and community initiatives by ensuring required supplies, equipment, handouts, and educational materials are available and organized.
- Support public health programs, including immunizations, communicable disease services, maternal and child health, environmental health, WIC, family planning, and other assigned services by maintaining records, coordinating scheduling support, and assisting with client follow-up activities.

- Distribute health education information and resources to clients and community members and maintain knowledge of public health programs, vaccines, clinic workflows, scheduling processes, and departmental procedures.
- Assist with emergency preparedness activities, special clinics, public health events, and community outreach initiatives as needed.
- Communicate important information, workflow concerns, operational needs, priorities, and project updates to clinical, administrative, and supervisory staff to support effective service delivery and planning.
- Collaborate with clinical and administrative staff to ensure culturally competent, equitable, and efficient service delivery.
- Participate in quality improvement initiatives, performance management activities, community health improvement planning, and efforts supporting PHAB accreditation standards while upholding principles of continuous quality improvement (CQI).
- Demonstrate initiative by proactively identifying operational needs, completing assignments independently, resolving routine issues, and recommending solutions to improve workflow and departmental effectiveness.

Required Qualifications:

- High school diploma or equivalent.
- Strong customer service, communication, and organizational skills.
- Basic computer proficiency, including data entry and use of office software.
- Ability to work independently with minimal supervision and manage multiple tasks in a fast-paced environment.
- Ability to maintain professionalism while working with sensitive or confidential information.
- Ability to lift up to 50 pounds.
- Ability to stand or sit for extended periods of time.
- Services provided on a nondiscriminatory basis.

Preferred Qualifications:

- One (1) year of experience in a medical, public health, or administrative office setting.
- Experience working in a public-facing role within government or healthcare.
- Familiarity with electronic health records or scheduling systems.
- Knowledge of public health programs and services.
- Bilingual or multilingual skills are a plus.

Core Competencies (Aligned with PHAB and Core Competencies for Public Health Professionals):

- **Communication Skills:** Clear, professional interaction with clients, staff, and the public.
- **Cultural Competency:** Respect for diversity and promotion of health equity.
- **Analytical/Assessment Skills:** Accurate data collection and record maintenance.
- **Community Dimensions of Practice:** Support community engagement and service delivery.
- **Financial Planning & Management:** Accurate handling and documentation of fees and services.
- **Leadership and Systems Thinking:** Contribute to agency mission, teamwork, and quality improvement initiatives.

Working Conditions:

- Primarily office-based with frequent public interaction.
- May require evening or weekend hours for clinics, special events, or public health emergencies.
- Work may involve exposure to communicable diseases; adherence to safety protocols is required.

Benefits:

- 10 hours vacation per month
- 10 hours sick leave per month
- 11 paid holidays per year
- Health Insurance available
- Life Insurance
- Retirement Plan

About Us:

Atchison County Health Department is committed to protecting and promoting the health of all residents. We are proud to support a diverse workforce and foster a culture of excellence, collaboration, and innovation.

How to Apply:

Resumes directed to: Mail: 521 Main, Tarkio, MO 64491 or Email: atcomopublichealth@gmail.com
We will accept resumes until a suitable candidate is found.