



Yakima Health District

Office Technician

Salary: \$14.88 - \$19.42 Per Hour + Benefits

The Yakima Health District offers a comprehensive benefits package that includes medical, vision, dental, and life insurance (Public Employee Benefits Board); participation in Washington State retirement system (DRS); and a generous annual, holiday, and sick leave program. This is a full-time, temporary non-exempt position that is a member of the AFSCME union.

Purpose of the Position:

This administrative position works in a teamwork environment under the direction of the Senior Finance Manager. The primary function of this position is to greet and assist customers, produce official vital records documents, enter data into a wide range of health data bases, and performs a wide range of administrative tasks.

Essential Job Functions:

The Office Technician is responsible for assisting customers in securing vital records, permits and health records, and for directing the customer to the appropriate internal staff or resource as follows:

- Greet and welcome customers in person and via phone and deliver exceptional customer service to all that visit the Yakima Health District;
- Understand, disseminate, and instruct customers and staff specific to the issuance and statistical reporting of birth and death certificates pursuant to Washington Administrative Code 246.490.039 and RCW 70.58;
- Coordinate the electronic administration of the Food Handler test to those seeking certification, and publish the card for the user as is appropriate;
- Receive payment for copies of vital records, food handler test administration, food handlers permit, septic (on-site) systems, wells and other fees as directed;
- Responsible for collecting cash and credit card payments, prepare deposits, and reconcile records before transmitting funds to the accounting staff;
- Respond to customer complaints in a professional and courteous manner while determining the appropriate next steps of securing additional information and/or referral of the complaint to the supervisor;

- Maintain accurate, detailed and complex statistical reports specific to vital records, make copies and scan documents, prepare correspondence and informational documents as needed for distribution to the general public;
- Gather information and process billing notices, to those seeking permits;
- Accountable for maintaining the utmost level of confidentiality of records, be able to demonstrate compassion to those distressed due to death, and to manage highly sensitive information with discretion;
- Maintain a professional and respectful relationship with coworkers, professional colleagues, and management representatives;
- Work closely with supervisor (Senior Finance Manager) in resolving very complex or unusual problems or situations specific to vital records.

Knowledge and Abilities:

- High school diploma or a GED is required, an Associate's degree in medical records, administrative or secretarial services, or a similar field is highly desired.
- One (1) year of experience working in an office setting performing a wide range of administrative tasks is desired.
- Must be proficient in using Microsoft Word and Excel, possess the ability to learn various software including Cayenta accounting systems, and standard office equipment such as copier.
- Must be able to understand and follow detailed verbal and written instructions, adhere to office procedures and guidelines, and manage interruptions.
- Must be proficient in using appropriate grammar, spelling, and punctuation.
- Ability to read, speak and write in **English** is required and in **Spanish** is highly desired.
- Ability to satisfactorily complete a background investigation including a criminal records history and a credit check.
- The successful candidate must prove or obtain immunity to measles, mumps, rubella and varicella diseases within 30 days of employment.
- Must be current with pertussis immunization within thirty (30) days of employment.

Working Conditions:

- This employee works in an office environment that is at times noisy
- Employee is required to view computer screens for long periods of time
- Enter data into a computer using frequent hand-wrist movement
- Deal with despondent, emotional, and at times disgruntled customers while maintaining a professional demeanor.

How to Apply:

Resume and cover letter must be submitted by 11:59pm on February 16, 2020 to HealthDistrictHR@co.yakima.wa.us or mailed to 1210 Ahtanum Ridge Drive Union Gap, WA 98903. The resume and cover letter should include information about relevant work experience, skills and abilities applicable to the job.

To learn more about the Yakima Health District: www.yakimahealthdistrict.org

The Yakima Health District is an Equal Opportunity Employer that embraces diversity.

This is a drug and tobacco free workplace.