



Office Technician

Salary: \$18.19 - \$23.73 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, 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 Finance Director. 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 (Finance Director) 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 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 Workday financial 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 required.
- 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:

Please visit

https://yakimacounty.wd5.myworkdayjobs.com/HealthDistrictWA/job/Yakima-Health-District/Office-Technician_R1325 to apply by 11:59pm on 12/11/22 or mail to 1210 Ahtanum Ridge Drive Union Gap, WA. 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.