Erie County Health Department
Erie County Community Health Center
Job Posting #2026-72
Equal Opportunity Employer

Position:	**Clerk Specialist**
Division:	**Primary Care & Clinical Services**
Contact Person:	**Jen Fresch, Human Resources**
FLSA Classification:	**Non Exempt**
Salary:	**Commensurate with experience (Pay Range: $18.50 - $24.50)**
Working Hours:	**Full Time 8:00 a.m. – 4:30 p.m. Monday through Friday** **Evenings, weekends, & holidays may be required. Based on Agency need.**
Posting Opens:	**Tuesday, September 29, 2026**
Posting Closes:	**Thursday, December 31, 2026, at 4:30 p.m. or until filled**

Qualifications

- High school diploma or GED. One year post high school education involving computers and software experience preferred.
- Three years of experience in an office setting.
- Valid Ohio driver's license, current certificate of vehicle insurance, and access to reliable transportation to all assigned work locations.
- CPR certification within one month of employment.
- National Incident Management System (NIMS)/Incident Command System (ICS) 100.c, 700.b, and 200.c. certifications within one month of employment.

Major Responsibilities

Promotes and supports population health by providing a variety of clerical support services such as providing specialized, technical, program, or Agency specific information to internal and external customers; answering phones; scheduling appointments; registration and patient check in; interviewing internal and external customers to establish services needed; navigating health center services for patients; asks, receives, and accounts for payments; scanning medical records; establishing and maintaining data files; initiates patient centered medical home (PCMH) and patient referral systems of care; and insurance verification.

Essential Functions

Under general supervision and/or as part of the Primary Care & Clinical Services team, performs the following functions within the framework of the Erie County Health Department and the Erie County Community Health Center's provision of the core functions and essential services of public health:

- Provides specialized and/or technical agency and program specific information that requires limited interpretation of established policies, procedures, and other relevant sources to internal and/or external customers.
- Greets and directs clients to the appropriate office within the Agency.
- Interview internal and/or external customers to establish program-specific documentation and/or identify services needed.
- Shares responsibility for proper maintenance and operation of office machines.
- Obtains and completes appropriate patient forms, ensures patient confidentiality, and maintains orderly medical records. Follows established public health medical records policies and procedures as well as the State and Federal laws that govern the release of health care information.
- Duplicates, collates, scans, assembles, and files materials as requested.
- Maintains paper filing system.
- Relates public health science skills to the Core Public Health Functions and Ten Essential Services of Public Health.
- Provides public health information and data with individuals, community groups, other agencies, internal customers, and the public about physical, behavioral, environmental, social, economic, and other issues affecting the public's health.
- Under general supervision, prepares public health documents and reports.
- Adheres to Occupational Safety and Health Administration standards relevant to job duties, such as exposure to bloodborne pathogens.

- Must follow all safety policies and procedures to ensure an accident-free workplace.
- Provides clerical support to Agency activities related to development and implementation of community health assessment, planning, program, and policy development and implementation activities.
- Adheres to ethical principles in the collection, maintenance, use, and dissemination of data and information.
- Maintains, updates, and uses computerized data management systems and utilizes informatics to improve program operations.
- Collaborates in the development of and provides clerical support to Agency's quality improvement performance management, and evaluation activities.
- Answers telephones: screens call, responds to inquiries and/or refers callers to appropriate agencies or divisions.
- Under general supervision, composes, drafts, types and/or word processes, proofreads and edits documents, contracts, and/or correspondence to ensure these conform to the appropriate use of the English language and established procedures.
- Processes mail and email by attaching related correspondence or information before forwarding, responding to mail when appropriate; respond to mail that can be handled personally; identifies priority and/or time-sensitive matters; and maintains security and confidentiality.
- Utilizes appropriate methods for interacting effectively and professionally with persons of all ages and from diverse cultural, socioeconomic, educational, racial, and ethnic backgrounds, sexual orientations, lifestyles, and physical abilities.
- Adheres to ethical principles and Erie County Health Department policy in the collection, maintenance, use and dissemination of data and information.
- Performs all clerical activities related to Primary Care & Clinical Services Division and/or program purchasing according to Agency policies and procedures.
- Performs accurate numerical calculations, and/or other applications.
- Performs public health emergency response duties as assigned and consistent with job classification and training provided, in response to threats to the public's health.
- Participates in Agency and community emergency response training and drills in support of disaster preparedness consistent with job classification.
- This position will be responsible for using quality improvement (QI) and performance management (PM) processes and/or techniques to improve the effectiveness of the public health programs. This includes, but is not limited to creating, implementing, and evaluating performance standards and identifying, implementing, and assessing program quality improvement processes.
- Employee goals and objectives need to be aligned with the Agency's goals and objectives listed within the Agency's Strategic Plan.
- Participates in all Public Health Core Competencies trainings.
- Assumes responsibility for own professional growth and development by pursuing education, participating in professional committees and work groups, and contributing to a work environment where continual improvements in practice are pursued.
- Performs other duties as assigned consistent with job classification.
- Greets visitors in a friendly, competent, professional, and informed manner.
- Eases any concerns or distress visitors may exhibit.
- Responds to questions with timely, accurate and complete information.
- Answers and redirects incoming calls as appropriate.
- Follows all regulations and requirements pertaining to public health, federally qualified health center (FQHC), and Agency policies toward the workplace.

Special Requirements

- Treats others with courtesy and respect in all interactions.
- Responds with flexibility to changing needs.
- Manages multiple tasks and deadlines.
- Supports and promotes the Agency's vision, mission, and core values.
- Knowledge of rules and regulations (developed after employment).
- Knowledge of Agency personnel policies and procedures (developed after employment).
- Knowledge of the core functions and essential services of public health.
- Knowledge of general office principles and practices.
- Knowledge of software applications relative to the position assignment.
- Knowledge of basic accounting and mathematics.
- Knowledge of proper English grammar, usage, and spelling.
- Knowledge of action tracking on specific work assignments or other items related to work position.
- Ability to keep accurate reports and records.
- Organizational skills.
- Requires a self-starter with the ability to work both independently and as a team member in a professional environment.

- Good natured with a positive attitude; able to perform under pressure.
- Ability to interact effectively and in a supportive manner with visitors, stakeholders, and public peers.
- Always courteous and respectful regardless of race, creed, family and/or economic situation.
- Bilingual language skills a plus.
- Ability to use good judgment and persistence in overcoming challenges, addressing conflicts, and solving problems.
- Effective oral and written communication skills, including phone skills and etiquette.
- Attention to detail, and adherence to established policies and procedures required.
- A problem solver, with the ability to organize and prioritize responsibilities.
- Is flexible, and able to embrace and implement change.
- Working knowledge of Windows personal computer, Microsoft Word, and Excel.
- Knowledge and understanding of Patient Centered Medical Homes (PCMH) process.
- Knowledge and understanding of public health accreditation process.
- Criminal background verification required.
- Ability to time budget in areas of workforce development and Agency duties.

Due to the need for all Health Department personnel to respond to public health emergencies, the employee must be assessed for his/her ability to meet the physical demands of performing the following activities:

- Engage in the following movements: climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, lifting, grasping, feeling, and writing and repetitive motions.
- Must be able to be fitted and wear NIOSH 95 mask. (Requires the elimination of facial hair/beard.)
- Exert up to 50 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- Hearing ability sufficient to communicate with others effectively in person and over the phone.
- Ability to hear and respond to internal or external emergency or evacuation alarms.
- Visual ability must be sufficient to read typewritten documents, computer screen and drive a car.

If unable to demonstrate these abilities based upon a standardized, objective assessment performed by external occupational health professionals, all reasonable accommodations will be made, in compliance with the Americans with Disabilities Act and any other applicable Federal and Ohio law.

Working Conditions

- General office settings in health department facilities, as well as occasionally in community sites including clients' homes and workplaces.
- Work performed in the community is sometimes subject to conditions that range from inclement weather to dangerous conditions such as snow/ice, cold, heat, noise, wetness/humidity, vibration, sudden temperature changes, and poor illumination at the job site or due to travel on the job. Travel to and from off-site locations may subject workers to increased risk of driving hazards. Community locations may subject workers to communicable diseases, insects and other disease vectors, toxins, hazardous materials, chemicals, and animals.
- In all settings, employees in this classification may occasionally need to relate to members of the public who exhibit challenging atypical or hostile behaviors and/or communication.
- May include alternate sites, temporary locations and/or multiple locations depending on the public health emergency.

Equipment Used

Including, but not limited to computer, fax, copier, scanner, calculator, multi-line telephone, cell phone, camera, video recorder, public health and medical equipment and supplies related to duties, and personal vehicle.

Bloodborne Pathogen Risk Code: ☐ None ☐ Low ☐ Medium ☒ High

Qualified Applicants

Qualified applicants should visit www.eriecohealthohio.com where current job postings can be viewed, and an application is available to complete. A completed Erie County Health Department employment application must be date/time stamped in the Human Resources Office prior to 4:30 p.m. on December 31, 2026. EOE/AA/ADA

Approved for Content & Posting _____ Date 09.29.26
Erie County Health Commissioner