

JOB DESCRIPTION

JOB TITLE: Public Health Call Taker
REPORTS TO: Director of Emergency Management
DEPARTMENT: Emergency Management
GRADE CLASSIFICATION: 3
CLASSIFICATION: Non-Exempt

ORIGIN DATE: May 2020
REVISION DATE:
DEPARTMENT NO: 10
JOB NO: 10-03
JOB ZONE: 4.0 to < 6.0

I. JOB SUMMARY: This is a temporary part-time non-exempt, Grade 3 position. Call Taker’s responsibilities include, but are not limited to, receiving information via telecommunications devices, entering necessary information in related software, and/or transferring incoming calls to appropriate resources.

II. ESSENTIAL FUNCTIONS:

- a. Answering and making calls on a multi-line phone system.
- b. Entering required data into the public health system.
- c. Transfers calls as necessary to other agencies or departments.
- d. Makes effective and immediate decisions based on preset guidelines.
- e. Must be able to act without supervision. Work is reviewed by supervisor(s) through reports and observations.
- f. Type up reports.
- g. Strong problem-solving skills.
- h. May at times be required to work long hours, weekends, holidays.
- i. Foster a positive relationship with staff, agencies we serve, and, the public
 - i. Promotes and demands a positive working environment amongst staff and the agencies we serve, reporting any issues to administration.
 - ii. Consistently works to promote a positive example amongst staff, both professionally and privately.
 - iii. Adhering to center and county policies.
 - iv. Maintaining records in accordance with federal, state and local policies.
- j. Duty to maintain a positive work atmosphere by acting and communicating in a manner so that employee gets along with customers, citizens, coworkers and management.
- k. Being pleasant, respectful and civil with others on the job and displaying a good-natured, cooperative attitude.
- l. Maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.
- m. Obligation to be reliable, responsible, dependable, and fulfill duties.
- n. Must show up for work on a regular and predictable basis as scheduled

III. MARGINAL FUNCTIONS OF WORK: Other duties include but are not limited to typing reports; cleaning/wiping down the workspace area.

May be required to participate for 2-3 years in the WorkWellKS training seminars and the Lyon County, Kansas Wellness Team roles as: Convener, Facilitator, Secretary, Communications/Promotion, Liaison

to the Executive, Meaningful Employee Engager, Event Planner, Benefits Liaison, Data Liaison, and/or Facilities.

IV. POSITION REQUIREMENTS:

- a. Experience: Prior experience in an office environment is preferred. Experience in health care environment is desirable. Employee is expected to have acquired the necessary information and skills to perform the job within acceptable standards after a week in this position.
- b. Education: High School diploma, GED, or equivalent is required. Ability to speak and read English fluently is required. The ability to speak and/or read additional language(s) is helpful
- c. Skills: Some knowledge of laws, rules and regulations governing health care. Must have a high level of problem solving and decision-making skills. Have a high level of knowledge of computer and communications equipment, as well as a strong knowledge of Microsoft products.
- d. Citizenship: Employees must be a United States Citizen or otherwise be legally entitled to work in the United States.
- e. Accountability: Employee is accountable for the efficient and acceptable performance of his/her duties and responsibilities.
- f. Supervision: This position includes no supervisory duties. This individual will be supervised by the Director of Emergency Management, to whom they will serve. Other supervision may also come from other supervising personnel.
- g. Personal Relations: Frequent contact with other departments and infrequent contact with the general public. Employees in this position must be able to maintain a calm, professional demeanor while effectively gathering information necessary to provide needed assistance to all citizens.
- h. Working Conditions: This position is mostly sedentary in nature, requires infrequent lifting, pushing, pulling or carrying of medium sized load. Extended periods of time at a keyboard or computer station will be required. Tasks involve viewing monitors of information display and entry.
- i. Physical Requirements: This position is sedentary in nature with minimal tasks that require lifting, pushing, pulling or carrying medium weight (25-30 pound) loads. The ability to pass and maintain all physical and training requirements and activities of job requirements and description. Tasks may involve extended periods of time at a keyboard and/or computer workstation. Tasks involve viewing monitors of information display and entry. Employees must be able to communicate in a clear, understandable manner via phone and in-person.
 - i. **Employees hired after August 1, 2018:** Lyon County/City of Emporia (Company) understands that a job analysis is being completed in compliance with the American's with Disabilities Act (ADA). One of the outcomes of the job analysis is the determination of one or more job specific tests that will either qualify or disqualify the post-offer or post-employment (fit for duty) candidate for the position. For the Classification Series of LYON COUNTY/CITY OF EMPORIA: OFFICE PERSONNEL: **The Company representative hereby acknowledges the following as valid physical requirements:**
 1. Employee lifts/carries 50 pounds occasionally (less than 33% of the time or 1-100 times per day).
 2. Employee lifts/carries 25 pounds frequently (34%-66% of the time or 100-500 times per day).
 3. Employee lifts/carries 10 pounds constantly (67%-100% of the time or over 500 times per day).
 4. Employee's position requires pushing a maximum force of 5 pounds.

5. Employee’s position requires pulling a maximum force of 5 pounds.

ii. SAFE LIFTING CRITERIA:

- 1. **Floor to knuckle:** 45 lbs.
- 2. **12” to knuckle:** 45lbs.
- 3. **Knuckle to shoulder:** 22.5 lbs.
- 4. **Shoulder to overhead:** 22.5 lbs.
- 5. **Carry:** 45 lbs.
- 6. **Push:** N/A
- 7. **Pull:** N/A

j. Special Requirements: Because of the confidential, sensitive nature of information processed, and Criminal Justice Information Systems regulations, an employee must be able to pass a background investigation and polygraph examination. Felony criminal history will automatically disqualify or terminate employment.

DISCLAIMER

The above information has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. Lyon County abides by the At-Will Doctrine. Nothing contained in this creates an express or implied contract of employment.

This job description has been examined for compliance with the Americans with Disabilities Act (ADA) and the Fair Labor Standards Act (FLSA).

The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.

By Signing below, I am certifying that I have read and understand the job description. I also attest that there is nothing in this Job Description that precludes me from performing any of the aforementioned duties with or without reasonable accommodation.

Signature _____

Date _____

Printed Name _____

Lyon County Representative Signature _____