

# **PUBLIC HEALTH PROGRAMS**

## **ADMINISTRATIVE CLERK III**

**Division:** Health Protection

**Immediate Supervisor:** Public Health Programs Director

**Bloodborne Pathogen Risk Classification:** 2

**Fair Labor Standards Act (Exempt Status):** N/E

**Salary Schedule Pay Grade:** 4

**Updated: June 2020**  
**Created: August 2018**

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### **Summary of Duties:**

1. Perform receptionist/clerical duties, directing calls to appropriate departments. Assist, administratively Health Department Management, including Contact Tracing Program staff, as directed.
2. Participate in all training to learn procedures for contact tracing; including, use of appropriate software and tracking databases.
3. Operate office machines, computer equipment, administering telephone system.
4. Thoroughly and accurately perform data-entry and maintain records; prepare reports as needed.
5. Serves as a record keeper for Contact Tracing Program maintaining all quarantine and isolation files.
6. Work with the public and staff; exhibiting courteous behavior, non-judgmental attitude and maintaining client confidentiality at all times.
7. Maintain ongoing contact with Director and provide regular activity updates.
8. When directed, contact each person under active monitoring daily for identified quarantine or isolation period to check that there is no onset of symptoms.
9. Respond to common requests and connect individuals with referrals for testing and necessary resources for wrap-around services.
10. Deliver isolation and quarantine orders to positive patients and contacts.
11. Assemble and deliver care kits to positive patients and contacts.
12. Assist Director in the development and implementation of the Knox County Community Health Improvement Plan
13. Performs other duties as required.

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### **Minimum Qualifications:**

Requires certification of graduation from high school or its equivalent.

- Ability to understand and follow oral and written instructions.
- Ability to exhibit a professional, positive attitude and work ethic
- Excellent interpersonal skills required and ability to interact professionally with culturally diverse individuals during a time of crisis and distress
- Ability to show empathy to distressed individuals
- Excellent organizational and communication skills
- Ability to speak, read, and write English
- Critical thinking and sound judgment required

- Ability to handle confidential information with discretion and professionalism
- Proficiency with computers

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**Performance Standards:**

Performance will be measured in accordance with the Knox County Health Department approved evaluation tool and established work performance standards.

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*As with any public sector employment, job descriptions, performance standards, and duties assigned are subject to change dependent on funding allocation and community expectations.*

*Classified as grant contingent, this position is a result of funding from the Federal government or the State of Illinois. Subsequently, obligations of the Knox County Health Department regarding these grant contingent staff position cease immediately and without penalty should applicable funding cease to be appropriated.*

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Administrator Signature

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Employee Signature