

**POSITION DESCRIPTION
COUNTY OF PORTER, INDIANA**

POSITION: Environmental and Food Service Clerk
DEPARTMENT: Health
DIVISION: Environmental/Food Service
WORK SCHEDULE:
JOB CATEGORY: PAT (Professional, Administrative, Technological)

DATE WRITTEN: May 2022 **STATUS:** Full Time
DATE REVISED: November 2023 **FLSA STATUS:** Non - Exempt

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Incumbent serves as Environmental and Food Service Clerk for the Health Department, responsible for receptionist duties as well as a variety of secretarial and clerical duties.

DUTIES:

Answers and redirects incoming telephone calls for the Environmental and Food Divisions.

Assists Environmental and Food inspectors and customers with issuance of permits, collecting payments, and other inquiries as needed.

Inputs Environmental and Food inspection results, complaints, and follow-up documentation into system.

Sends yearly invoices and updates payment status.

Receipts customer payments and balances all accounts daily.

Completes and submits reports as directed.

Performs related duties as assigned.

Assists Office Manager/Administrator as needed.

Cross trained in Nursing and Vital Records divisions.

JOB REQUIREMENTS:

Requires a self-starter with the ability to work both independently and as a team member

Good natured with a positive attitude and a smile; able to perform under pressure

Working knowledge of Department policies, practices and programs, and the ability to assist staff and the public.

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Effective oral and written communication skills, including phone skills and etiquette

Ability to effectively communicate in a courteous and tactful manner with members of the public and co-workers, including being sensitive to professional ethics, gender, cultural diversities and disabilities.

Attention to detail, and adherence to established policies and procedures required.

A problem solver, with the ability to organize and prioritize responsibilities.

Ability to type with speed and accuracy.

Ability to operate a variety of standard office equipment, working knowledge of windows personal computer, Microsoft Word and Excel.

Ability to accurately prepare, verify and file department information and maintain complete accurate records as directed.

Ability to effectively perform the essential duties of the position.

Ability to work alone, often under time pressure, frequently work on several tasks at the same time and with others in a team environment.

Ability to prepare and maintain accurate Department records, reports and documents as required, and maintain confidentiality of Department records and information.

High school diploma required.

DIFFICULTY OF WORK:

Incumbent's duties are restricted in scope, but of substantial intricacy, involving several variables or considerations with interrelationships that are not clearly evident. Incumbent performs according to well-established procedures and legal requirements, exercising judgement in applying guidelines to specific cases and circumstances.

Incumbent works within a flexible, customary routine, with a formal schedule of deadlines and completing special assignments as time allows. Work is reviewed in progress to assure accuracy and compliance with all Department policies and requirements.

RESPONSIBILITY:

Incumbent performs clerical duties as assigned, is courteous to the general public and staff, and is able to use current phone system without difficulty.

PERSONAL WORK RELATIONSHIPS:

Incumbent maintains communication with other Department personnel, regulating agencies, business owners and the public for a variety of purposes, including conducting inspections, receiving and investigating complaints and providing assistance and information.

Incumbent reports directly to Office Manager.

PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs duties in a standard office environment and in food service establishments with minimum supervision. Incumbent is exposed to physical and health hazards normally associate with food service establishments.

APPLICANT/EMPLOYEE ACKNOWLEDGMENT

The job description for the position of Food Service Inspector for the Health, Food Service Division describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?
Yes _____ No _____

Applicant /Employee signature

Date