



# CITY OF HOUSTON

## JOB DESCRIPTION

---

---

Job Code: 721.8

Job Title: **PUBLIC HEALTH CLERK**

Pay Grade: 8

### **GENERAL SUMMARY:**

Schedules patient appointments, receives and greets visitors, and answers and handles incoming calls at a City of Houston Health Clinic.

### **RESPONSIBILITIES:**

- Schedules appointments for new and returning patients via computer and provides routine information in a courteous and timely manner
- Registers new patients and inputs new and returning patient information via computer and processes documents for patient visits.
- Provides information and directions to patients and visitors by operating electronic telephone equipment, including PBX console.
- Retrieves and assembles medical records for patient services. Files laboratory results and loose reports in patient medical charts.
- Greets and directs patients or visitors to appropriate clinic area for their appointments.
- Maintains daily reports on the number of patients receiving services at a City of Houston Health Clinic.
- Performs other duties as assigned to enhance the delivery of services to patients.
- May provide assistance to non-English speaking patients or visitors by telephone and in person.

### **SPECIFICATIONS:**

#### **KNOWLEDGE:**

Ability to read, write, add, subtract and follow oral and/or basic written instructions as might normally be acquired through 9 to 11 years of formal schooling. No special knowledge of any subject area or technical field is required.

#### **EXPERIENCE:**

One year of clerical experience is required.

#### **COMPLEXITY:**

Work consists of routine standard procedures and tasks where simple analytical ability is required to select and execute actions.

#### **IMPACT OF ACTIONS:**

Errors in work lead to minor inconvenience and incur some costs. Work is typically performed under close to moderate supervision of routine duties to ensure completion of tasks. The supervisor is generally close by to answer questions.

## **SPECIFICATIONS: (continued)**

### **SUPERVISION EXERCISED:**

#### **Direct Supervision:**

No direct report employees.

#### **Indirect Supervision:**

No indirect reports.

### **CONTACTS:**

#### **Internal Contacts:**

Level of internal contact is extremely infrequent with virtually no contact beyond the immediate work unit/area. Interaction involves routine information exchange and/or simple service activity requiring common courtesy; e.g., answering questions, giving directions in response to simple requests.

#### **External Contacts:**

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction involves routine information exchange and/or simple service activity requiring common courtesy; e.g., answering questions, giving directions in response to simple requests.

### **PHYSICAL EFFORT:**

The position routinely requires stooping or bending. Occasional very light lifting, such as three or four reams of papers or books (up to 20 pounds), may be required.

### **WORK ENVIRONMENT:**

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

### **PHYSICAL SKILL:**

Requires the ability to make simple gross motor responses within large tolerances.

### **MISCELLANEOUS:**

All duties and responsibilities may not be listed in the above job description.

### **JOB FAMILY:**

Public Health Clerk

*Effective: August 2004*