

**Caswell County Health Department  
Invites applications for the position of:**

# Processing Assistant IV

**SALARY:** \$31.104 with 4% increase after 9-month probationary period

**OPENING DATE:** 09/13/2023

**CLOSING DATE:** Open until filled

**DESCRIPTION:**

The Caswell County Health Department has an opening for a Processing Assistant IV to work in the clinic setting, serving patients in need of medical care.

The purpose of this position is to serve as the receptionist for the clinic. This position is responsible for checking patients in and out for clinic services, scheduling appointments, ensuring proper eligibility for services, and maintaining proper order of medical records, digitizes and files patient information, and navigates phone calls and message keeping. This position also provides billing support for the clinic programs.

Work is performed under the general supervision of the Office Assistant V Supervisor with leeway to exercise independent judgement within the framework of the applicable rules, regulations, program guidelines, policies, and procedures in the performance of duties, both in terms of planning and accomplishing work and in making decisions public health needs and requests.

Participation in a drug screen and background check are required.

Caswell County is an equal employment opportunity employer.

**EXAMPLES OF DUTIES:**

- Serves as a first point of contact for the agency, greeting the general public and checking in patients for their appointments
- Answers the incoming calls routing calls appropriately and schedule appointments when needed
- Maintains patient records, including electronic records
- Assist biller with claims data and eligibility
- Maintain updated inventory of resources available for clients and community partners
- Digitize documents and ensure proper electronic file management
- Develop forms and copies as needed
- Fax documents and assist with incoming and outgoing mail

**TYPICAL QUALIFICATIONS:**

- A working knowledge of computers including basic software such as Excel, Word, email, and Internet
- Basic knowledge of socioeconomic conditions of clients to be served
- General knowledge of accounting principles
- Effective written and verbal communications skills
- Ability to interpret federal and state regulation manuals
- Ability to use various types of office equipment (ex. Computer, copier, fax machine, etc)
- Ability to establish rapport and relate to clients from various segments of the socioeconomic spectrum
- Ability to follow written and verbal instructions
- Ability to prioritize work assignments and manage time effectively
- Ability to communicate with people from various professions, backgrounds, and cultures with tact and diplomacy.

**MINIMUM QUALIFICATIONS:**

- Required Minimum Training:
  - Graduation from High School or GED
  - Two years of clerical experience

- Or, an equivalent combination of training and experience

**SPECIAL REQUIREMENTS:**

Possession of or ability to obtain a valid Drivers License for the type of vehicle or equipment operated.

All offers of employment are conditional upon successful clearance of a background check and pre-employment drug testing. Employment cannot commence until the employee has been cleared.

May be required to possess additional certification(s) as deemed necessary by the Health Services Coordinator.

**SUPPLEMENTAL INFORMATION:**

**PHYSICAL REQUIREMENTS AND POSSIBLE HAZARD**

Must be able to physically perform the basic life operational support functions of standing, walking, stooping, crawling, fingering/typing, talking, sitting, bending, kneeling, climbing, grasping, hearing, handling, pushing, pulling, lifting, carrying, reaching and repetitive motions of the hands/wrists/feet.

Must be able to perform sedentary work, exerting up to 10 pounds of force occasionally, and/or a negligible amount of force frequently or consistently to lift, carry, push, pull or otherwise move objects.

Must possess the visual acuity to prepare and analyze data and figures, perform extensive reading, and operate a computer terminal.

Must be able to be exposed to chemicals, contagious and/or infectious diseases, and blood borne pathogens.

May be subject to possible hazards that include emotional stress due to the nature of interactions with clients or service providers, irate clients and/or family members who may be hostile, resistant or violent.

**APPLICATIONS MAY BE FILED AT:**

[bhodes@caswellinc.us](mailto:bhodes@caswellinc.us)

189 County Park Road – PO Box 1238  
Yanceyville, NC 27379  
336-694-4129

Position #: PA-1  
Processing Assistant IV