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*Benton-Franklin Health District is an
Equal Opportunity Employer*

BFHD Values

Excellence:

We deliver the highest quality services incorporating community assessment data and evidence based practices to produce the best possible health outcomes.

Diversity:

We feel a stronger community is based on engaging all cultures, attitudes, and beliefs.

Communication and Collaboration:

We share information and talents to best serve our community.

Integrity and Accountability:

We make informed decisions to earn the trust of those we serve and strive to do what's right.

Effectiveness: We maximize resources to provide proactive and relevant services that improve our community's health.

Drug-Free Workplace

*Benton-Franklin Health District is a
drug-free, tobacco-free workplace.*

Mission: BFHD provides all people in our community the opportunity to live full productive lives by promoting healthy lifestyles, preventing disease, reducing injury and protecting our environment.



Clerk-Typist/Receptionist I

Hours: Full-time, 40 hours per week
Salary: \$2200 - 2907
Closing Date: December 19, 2016

The Position

DEFINITION: Provide administrative support and customer service duties for the Benton-Franklin Health District. The incumbent is responsible for accuracy and must become familiar with office routine and terminology. In addition, these positions require keyboarding, math and English skills.

ESSENTIAL JOB FUNCTIONS:

- Provides initial contact with clients and determines from the client the needs for services. Initiates and assists clients in completing forms. Assures information is correct.
- Registers clients into BFHD computer system from a clearly established form, print encounters for services, charges appropriate fees and reconciles payments. Balances monies and cash drawer daily and readies deposit for the bank.
- Receive, screen and direct telephone calls on multi-line phone system. Must maintain current about basic knowledge of programs offered and stay abreast of staff changes.
- Maintain current knowledge and comply with all RCW's, HIPPA regulations and department/agency policies and procedures to protect the privacy and security of protected health information and confidential information.
- Operates adding machines, and other office machines whose use can be readily learned on the job.
- Opens, date stamps and sorts incoming mail, orders supplies as needed, copying bulk projects, faxing and maintains office equipment.
- Schedules client appointments, process paperwork associated with type of appointment.

- Typing letters, files, labels and other forms as needed.
- May be required to perform and document Medicaid Administrative Match activities per the Medicaid Administrative Match Training Manual for LHJs.
- Respond to public health emergency drills/exercises or actual events as requested.
- Other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of general office practices, including cash handling
- Skills in spelling and arithmetic
- Typing/Keyboarding required 40 wpm
- Ability to learn multi-line phone system
- Ability to learn and utilize specialized software programs.
- Ability to type and perform routine clerical activities quickly and accurately
- Ability to understand and follow directions, policies and procedures
- Ability to learn general office procedures and terminology
- Ability to maintain courteous attitude with public and fellow employees
- Ability to use tact and discretion in working with the public

The Requirements & Selection Process

MINIMUM QUALIFICATIONS: High school graduate or GED. 1 year of front desk reception and customer service experience, prefer medical office background. Bilingual Spanish desired.

Additional Requirements: Performance of job duties requires driving on a regular basis, a valid Washington State driver's license, the use of the incumbent's personal motor vehicle when a District fleet vehicle is not available for use, and proof of appropriate auto insurance.

SELECTION PROCESS: The most qualified applicants, based in part upon evaluation of the completed application and related information will be invited for an interview. Applications should be submitted to the Human Resources Manager, Lisa Wight, 7102 W. Okanogan Place, Kennewick, WA 99336.

About Our Area

South-central Washington provides a wonderful living environment with access to numerous rivers and four seasons of weather. We have affordable housing and excellent schools, including local colleges. We have fine dining, shopping, and access to many sporting and cultural offerings without the traffic of larger cities. When you want to see other sites, Seattle, Spokane, Portland, Oregon, and Idaho are just a couple of hours away.

Goal 1:

Excel at internal communication, external communication, and customer service

Goal 2:

Advance the agency's ability to reduce & prevent chronic diseases and injury across the life-course

Goal 3:

Expand partnerships with businesses, community organizations, and government agencies.

Goal 4:

Enhance Technology and Infrastructure.

Goal 5:

Manage our resources with fiscal responsibility and efficiency through a transparent, comprehensive process.

Goal 6:

Strengthen the resilience and culture of our workforce.