



# CASCADE COUNTY

## Job Vacancy Announcement

Submit all application materials to:  
Cascade County Human Resources Department  
325 2<sup>nd</sup> Ave N #108  
Great Falls, MT 59401

Applications available at the Cascade County Human Resources Dept., [www.cascadecountymt.gov](http://www.cascadecountymt.gov) or Job Service.

Position: **Immunization Support Specialist**  
Schedule: **Full-time with Benefits**  
Department: **City-County Health Department**

Salary: **\$14.00-15.50 per hour DOE**  
Closing Date: **Open Until Filled**

### Education/Experience/Training:

Evaluation of this position will be based primarily upon performance of the preceding requirements and duties:

- High school diploma or GED **and**
- Two (2) years of progressively responsible office secretarial or administrative office support experience (preferred).
- Two (2) years of experience working with Electronic Health Record systems (preferred).

### Certifications:

- Valid Driver's License issued by the State of Montana.

### JOB SUMMARY

The Immunization Support Specialist (Specialist) at the City-County Health Department (CCHD) performs a variety of administrative and support functions and duties which includes scheduling initial and follow-up immunization appointments, working at off-site immunization clinics, working with billing and payment procedures and practices and medical terminology, receiving information from Medicare, Medicaid and private insurance, receiving and processing payments, entering, revising and updating patient data in electronic or paper records, responding to information requests and assisting immunization program staff, medical providers, school nurses and the public with on-site/off-site immunization records requests, maintaining and creating files, reports and documents client immunization records and reviewing immunization records to determine possible immunizations needs. The Specialist will work with highly sensitive client immunization and program statistical information and must comply with and strictly adhere to the Health Insurance Portability and Accountability Act (HIPAA), CCHD/County, state and federal privacy and security laws, rules, policies, guidelines and practices regarding confidentiality and data security for the handling of sensitive client information and protected health information. The Specialist also performs office, clerical and administrative support by answering and routing phone calls, maintaining filing systems, completing word processing and entering data into an electronic health record requiring strong organizational skills, attention to accuracy, detail, timeliness and performs other related duties as required or assigned.

### ESSENTIAL JOB DUTIES AND RESPONSIBILITIES

Perform a variety of professional, technical, administrative and clerical duties, functions and activities associated with and in support of the CCHD's immunization program; Schedule initial and follow-up immunization appointments; Work at off-site immunization clinic sites; Work with billing and payment procedures and practices and medical terminology, receiving information from Medicare, Medicaid and private insurance, receiving and processing payments; Collect and verify insurance status; Process payments including cash, check or credit card payments; Enter, revise and update patient data in electronic or paper records; Respond to information requests and assisting immunization program staff, medical providers, school nurses and the public with on-site/off-site immunization records requests; Enter all client immunization information into a local and/or statewide database and ensure that information in the database is accurate by checking for duplicate records and updating demographic information; Review immunization records and determine possible immunizations needed; Answer incoming telephone calls and assist the public with inquiries about immunizations; Transfer calls to appropriate staff; Take accurate, complete telephone messages for department staff as needed; Operate a variety of office machines, including copier, fax machine, cash register; Copy/fax documents as needed; Sign for deliveries and notifies immunization program staff of vaccine deliveries; Contact system administrator at the Montana Department of Public Health and Human Services (DPHHS) when system problems occur; Conduct immunization record searches utilizing the statewide and local databases; Accurately files documents in a timely manner; Serve as a back-up for processing of incoming and outgoing daily mail; Work with highly sensitive client immunization and program statistical information and must comply with and strictly adhere to HIPAA, CCHD/County, state and federal privacy and security laws, rules, policies, guidelines and practices regarding confidentiality and data security for the handling of sensitive client information and protected health information; Display professionalism, tact, consideration and cooperation when dealing with clients and the public; Contribute to a work environment that encourages positive staff morale, motivation and commitment to achieving results and team building; Identify problems that adversely affect the functions of the CCHD and the immunization program and offer positive suggestions for improvement; Perform other related duties as assigned or required.

***Knowledge and understanding of:***

Administrative and clerical support functions; English usage, spelling, grammar, and punctuation; Program-related public health principles and practices; State and local program-related resources; HIPAA and CCHD privacy and security rules; Modern office equipment, practices, and procedures; Microsoft Office software including Word, Excel, Internet and Outlook; County/CCHD rules, procedures and functions; County/CCHD safety rules, procedures and practices.

***Skills in:***

Interpersonal communication and interaction and customer service; Microsoft Office and online databases and creating reports; Establishing professional and effective working relationships with other County departments, employees, Federal and State agencies, private agencies and the general public; Working with individuals with diverse social economic and cultural backgrounds in an empathic, non-judgmental, respectful and professional manner; Reviewing and analyzing data.

***Ability to:***

File, create tracking databases, enter data, use of office machines such as label makers, printers, copy and fax machines; Use of cash register to include accurate counting of money, balancing and making change; Practice good public relations and customer service and display sound judgment and decision making skills within established policies and procedures; Make independent decisions, accept responsibility and be self-motivated; Engage in effective organization and time management, multi-task and maintain concentration during frequent interruptions and meet challenges with resourcefulness through original thinking and creativity; Accurately record and log time and activities and demonstrate a high attention to details; Follow procedures of universal precautions; Communicate professionally and effectively, orally and in writing; Understand and follow oral and/or written policies, procedures and instructions; Establish and maintain professional and effective working relationships with fellow employees, supervisors and the general public; Proficiently operate a computer and achieve knowledge of additional computer applications as needed to complete required job duties; Adhere to and enforce HIPAA and maintain and enforce strict confidentiality and compliance with multiple privacy and security rules; Communicate information in a professional, effective and courteous manner; Read, review, analyze, compile, comprehend information and materials; Employ and enforce safety practices and procedures; Meet challenges with resourcefulness through original thinking and creativity; Observe work hours and demonstrate punctuality; Work collaboratively with management, co-workers, multiple agencies and organizations; Adapt to changes in the work environment, delays and/or unexpected events, manage competing demands by changing approach or methods to best fit situation; Respond appropriately to an emergency or crisis situation; Observe established lines of authority; Identify problems that adversely affect the organization and its functions and offer positive suggestions for improvement; Practice interpersonal communication and conflict resolution; Work independently and as a team member with minimal supervision; Organize and prioritize tasks and work environment to maximize efficiency; Perform other related duties as assigned or required.

**The successful applicant shall serve a 6-month probationary period and will have a criminal background check conducted. The results thereof may disqualify the applicant from consideration for employment with the county.**

This position is covered by and subject to the Collective Bargaining Agreement by and between Teamsters Local Union #2 and the Cascade County Office and Clerical Employees.

***Notice to Applicants:*** Applicants who are claiming Veteran's or Handicap Preference **must** provide a DD-214 Discharge Document (**Part 4**) or DPHHS Handicap Certification **and** Employment Preference Form with their application for employment so Cascade County may apply the preference during the selection process.

**Cascade County makes reasonable accommodations for any known disability that may interfere with the applicant's ability to compete in the recruitment and selection process or an employee's ability to perform the essential duties of the job. For Cascade County to consider such arrangements, the applicants must make known any needed accommodations.**

**CASCADE COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER**