



Position Description

Canton City Public Health
FINAL

Position Title:	Office Manager, Environmental Health		Position #:	813
Working Title:	Office Manager, Environmental Health		CS Status:	Classified
Division or Unit:	EH		Reports to:	Various
Employment Status:	Full Time	Pay Grade:	R4	FLSA Status: Non-Exempt
Funding Source:	Various			
This position description was last approved by the Board of Health on:			March 28, 2022	
Approved last by the Canton Civil Service Commission:				

Position Summary: Under general supervision of the Director of Environmental Health, provides direct supervision to the Environmental Health administrative staff; develops and implements procedures relative to business and operational functions of the Division by working directly with Fiscal Manager and Vital Statistics Administrative Supervisor to standardize administrative processes and procedures in the Environmental Health Division . Serves as records custodian for Environmental Health Division. Incumbent will be responsible for office management duties, research, data collection and analysis, technical support, preparation of technical reports and data visualization dashboards, preparing correspondence, receiving visitors, accepting license payments, arranging conference calls and scheduling meetings. Responsible for training staff on standardized administrative procedures. Knowledge of regulations related to Ohio Departments of Agriculture and Health, Ohio Administrative Code, Ohio Revised Code, Canton City Ordinances, and Canton City Public Health Code. Must be fully engaged in the unique environment and clientele of the public health enforcement setting, as well as interacting with city officials and department heads, city employees, and complying with governmental regulations.

This employee receives periodic review and appraisal of performance plus functional and administrative supervision. The employee must exercise independent judgment in performance of duties. The employee will be responsible for confidential and personal information and must adhere to the confidentiality and privacy policies of the department.

Essential Duties and Responsibilities:

30% Supervision Supervises administrative staff and functions in the Environmental Health Division including interviewing, orientation, training, meetings, performance evaluation, Canton City Public Health policies, processes, and procedures, revision/update of position descriptions, staff scheduling, set goals and deadlines and coordinate the work to ensure adherence to quality standards, deadlines, and proper procedures, proactively reviews administrative work to prevent errors, correcting errors or problems. Creates systematic guidance to be used by staff in enacting duties. Track time off requests, arrange desk watch and vacation schedules, monitor staff development, track staff training and certifications. Develops a plan of continuous quality improvement for clerical functions, with a focus on customer service and cost-effectiveness in operations. Ensures staffing is appropriate for day-to-day operations. Track assigned tasks and workplans.

40% Operational Functions	<p>Maintain database(s) and data systems used in tracking performance metrics for environmental health programs, inspections, activities, time accounting, attendance, and other activities. Develop and utilize various software tools to track and utilize data for decision making. Includes the use of Microsoft Office 365 (Word, Excel, PowerPoint, SharePoint, and others, both desktop and online (in the “cloud”). Compile technical data to prepare reports, surveys, and other data sources. Summarize and present data in various formats including tables, charts, graphics. Create, review, and update documents such as applications, plans, and records for completeness. Approve certain documents within established written procedures. Responsible for the financial performance of the revenue cycle. Reviews all policies related to management of Environmental Health records to assure compliance with state and local programmatic guidelines. Develops and implements plan for modernizing the records function of the Division. Assure that record storage and retention is efficient and effectively uses limited space resources. Analyze internal processes and recommends and implements procedural or policy changes to improve operations.</p> <p>Enter and track work orders. Provide logistical support for onsite and offsite meetings.</p> <p>Provide various administrative duties including tracking mailings, licensing of facilities, purchase ordering and tracking of expenses, processing requests for certified records. Prepare letters, notices, and various templates. Maintain meeting documentation and File and retrieve documents. Maintain file systems, both physical and online. Operate phone system, maintain email correspondence. May supervise other staff as assigned.</p>
25% Business Functions	<p>Develops policies and procedures with a particular emphasis on the development and management of billing processes and deadlines for licensed Environmental Health programs and activities. Assists in management and direction of all business functions of the Division to include accounts payable, accounts receivable, and preparation of statistical and fiscal reports. Prepares internal fiscal reports for the Director of Environmental Health. Supervision of customer and staff scheduling, financial counseling, records, billing and collection, data entry and processing, and cash posting in collaboration with the Fiscal Office. Supports the Director of Environmental Health in fiscal decision-making for operation of the Division. Provide customer support to public and others. Use telephone, email, and other electronic means to support customer requests. Communicate clearly and effectively verbally and in writing.</p>
5% Technical Functions	<p>Assists in problem solving for IT and maintenance issues within the Division. Coordinates with the Administrative Division for IT and maintenance needs. Oversee the inventory, maintenance, and repair of computer systems. Assist other operating divisions in the department as needed. Respond and support emergency operations in the event of a public health emergency.</p>

Other Duties and Responsibilities: Ability to efficiently multi-task on a daily basis; Flexibility to meet changing department needs; Ability to perform duties with regard to accuracy, timeliness, and deadlines; Maintain a good attendance record being prompt and punctual to work; Demonstrate ability to work well independently with little or no guidance; Participate in professional development activities; Adhere to Canton City Public Health policies and procedures.

Minimum Qualifications:

- Have a valid Ohio Driver’s license with good driving record; Knowledge of business and accounting processes usually obtained from an Associates or Bachelor’s degree in accounting or business.

Minimum Credentials: The following credentials must be acquired and maintained. These credentials are not required upon initial hire but are required to be acquired after hiring within 9 months. Training will be provided for all these credentials.

- Certificates in National Incident Management System (NIMS) in the following emergency planning courses: ICS 100, ICS 200, ICS 700, ICS 800.

Key Competencies: This position is aligned with the Core Competencies for Public Health Professionals (June 2014) as published by the Council on Linkages. Core Competencies identified for this position include:

- Analytic & Assessment Skills: 1C1, 1B2, 1B3, 1C4, 1B5, 1B6, 1B7, 1B8, 1B9, 1B10, 1C11, 1B12, 1B13, 1B14, 1B15.
- Policy Development & Program Planning Skills: 2B1, 2B2, 2B3, 2B4, 2B5, 2B6, 2B7, 2B8, 2B9, 2B10, 2B11, 2B12, 2B13.
- Communication Skills: 3A1, 3B2, 3B3, 3B4, 3B5, 3B6, 3B7, 3B8.
- Cultural Competency Skills: 4B1, 4B2, 4A3, 4B4, 4A5, 4B6, 4B7, 4B8.
- Community Dimensions of Practice Skills: 5A1, 5A2, 5B3, 5B4, 5B5, 5B6, 5B7, 5B8, 5B9, 5B10, 5B11.
- Public Health Sciences Skills: 6A1, 6A2, 6B3, 6B4, 6B5, 6B6, 6A7, 6A8, 6A9.
- Financial Planning & Management Skills: 7A1, 7B2, 7A3, 7B4, 7B5, 7B6, 7B7, 7A8, 7A9, 7A10, 7B11, 7A12, 7B13, 7B14, 7B15, 7B16.
- Leadership and Systems Thinking Skills: 8B1, 8B2, 8B3, 8B4, 8A5, 8B6, 8B7, 8B8, 8B9.

Canton City Public Health has adopted Organizational Competencies that all employees are expected to achieve, of which the following are for this position:

- Customer Focus: 1B1, 1B2, 1B3, 1B4, 1A5
- Accountability: All Tier 1 and Tier 2 competencies.
- Equity, Ethics and Fairness: All Tier 1 and Tier 2 competencies.
- Continuous Quality Improvement: All Tier 1 and Tier 2 competencies.
- Occupational Health and Safety: All Tier 1 competencies.
- Emergency Preparedness: 6A1, 6A2, 6A3, 6B1

Work Environment: This is a fast-paced work environment in a general, temperature-controlled office setting. The applicant must have the ability to sit and view a computer screen for extended periods of time, as well as the ability to expediently walk to the front of the building and stand at the counter to assist



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customers for long periods of time. The applicant must be physically able to stand, bend, and stretch to access various files and other items. Use hands to finger, handle, or feel; reach with hands and arms; and talk and hear. Able to type on keyboard with accuracy and speed. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus. This job requires regular lifting of 25 to 40 pounds. Ability to walk on stairs and rough, uneven terrain. Work performed in this position is subject to challenging interactions with the community. Some weekend and evening hours may be required without advance notice. Driving a city vehicle. Occasional in-state travel in inclement weather may be required. A person in this position will be expected to respond to public health emergencies and perform similar administrative duties. Reasonable accommodation in accordance with ADA Compliance will be made available to those who need it to achieve the above descriptions.

Approval: This position description was approved by the Board of Health on: **March 28, 2022**

Revision History: Dates of prior approved versions: July 22, 2019

Employee Statement:

I hereby acknowledge that I have received a copy of this position description on this date.

Employee Signature

Date

Printed Name