



Position: Clinic Assistant/Clerical Support
Department: Health Department
Supervisor: Health Administrator
Schedule: 8:00 AM to 4:00 PM, M-F
Status: Non-Exempt, Hourly, Full-time

Last Revised: April 14, 2025

The **Mission** of the Ripley County Health Department is to promote individual and environmental health, prevent injury and disease in the community, and assure emergency preparedness. We advocate for the health of the county, and we value evidence-based practices, stakeholder partnerships, and transparency.

The **Purpose** of this position is to perform a variety of duties including medical billing and clinical support for the Ripley County Public Health Nurse. Additional duties include providing support for the Environmental Health Specialists and Vital Records Clerk.

Essential Functions:

Individuals must be able to perform essential duties of this position satisfactorily. The functions listed below are not intended to be an exhaustive list of all responsibilities, duties, and skill required. The Ripley County Health Department provides reasonable accommodations to employees with known disabilities who are able to perform the essential functions of their position, unless doing so would impose an undue hardship. Additional duties may be assigned as necessary to support the mission of the Ripley County Health Department. For further questions, contact the Health Department Administrator at healthadmin@ripleycounty.in.gov.

Clinic Duties

- Greet clients at the front desk in a friendly and professional manner
- Interact comfortable with individuals of all ages including infants, toddlers, children, and senior citizens
- Answer and transfer phone calls promptly and courteously
- Scan and submit insurance information for claims processing
- Enter immunization records into Children and Hoosier Immunization Registry Program (CHIRP)
- Provide immunization records to clients upon request
- Distribute information packets as needed
- Assist with off-site vaccination clinics as scheduled
- Perform other tasks as requested by the Public Health Nurse
- Evening and weekend hours may be required

Vital Records

- Issue birth & death Certificates, process payments, and issue receipts
- Enter new births into the database
- Assist with processing birth certificate amendments, paternity affidavits, genealogy research, and burial permits

General Clerical Support

- Read and comprehend training materials, statutes, and operational procedures
- Draft professional correspondence, accurately enter data, write reports, and complete forms
- Operate standard office equipment (examples: computers, printers, telephones, copiers, laminators, fax machines) and special equipment (examples: cameras, ID card printers, testers, etc.)
- Creating and managing documents and data using Microsoft Word, Excel, PowerPoint, and Publisher
- Pick up, sort, and distribute mail

- Provide exceptional customer service by responding to inquiries and making referrals to outside agencies for services not provided by the department
- Attend department meetings and off-site training sessions as needed
- Operate a motor vehicle and maintain mileage logs

Environmental Conditions

- Work effectively in an office environment as part of a collaborative team
- Maintain professionalism when dealing with difficult customers
- Meet physical requirements including lifting up to 20 pounds and standing for extended periods
- Travel occasionally within Ripley County and other counties in Indiana

Skills:

- Strong organizational skills with the ability to file and retrieve records efficiently
- Excellent attention to detail, ensuring accurate data entry and record-keeping
- Professional verbal and written communication style
- Able to receive and apply feedback constructively

Required Qualifications:

- Valid Indiana Driver's License
- High School Diploma or equivalent

Preferred Qualifications:

- At least one year of experience in medical billing or working in a healthcare setting