

ENVIRONMENTAL HEALTH ASSISTANT

JOB PURPOSE AND SUMMARY

This position serves as first point of contact for customers (citizens, developers, etc.), explaining to the public technical information regarding rules, regulations and policies for Environmental Public Health programs such as sewage, food, water, solid waste complaints and pools/spas. Incumbent serves as a liaison between the public and technical/professional staff, providing general information about the department to customers and refers them to appropriate outside agencies as necessary. Emphasis is on providing comprehensive customer service to ensure accurate and efficient response to requests. Customer contact occurs by walk-ins, phones, electronic mail and postal mail. The customer service focus provides a foundation for all technical work and processes.

CLASSIFICATION DISTINCTIONS

This is a single level classification within the Health Department. The work supports the efforts of the Environmental Public Health unit by providing technical information to the public and other departments.

ESSENTIAL JOB FUNCTIONS

Responsibilities include, but are not limited to the following:

- Explains to public technical information and requirements regarding rules, regulations, and policies governing specific projects both in person and on the phone for sewage, food and water programs, solid waste complaints, pool/spa program, and other programs as assigned.
- Researches records for the public and Environmental Health Specialists.
- Process applications, permits, and reports and related paper work. This includes processing payments at the counter and through the mail; data entry, printing permits, filing, researching records, appropriate separation and compiling of necessary forms.
- Collect fees assuring consistency, accuracy and appropriate application of Board of Health approved fee schedules.
- In addition to the above duties and responsibilities the Environmental Health Assistant may be assigned various areas of specialization such as the septic maintenance program, water program, etc.
- Organizational responsibilities include understanding and promoting the public health mission of the department; providing courteous, respectful, efficient customer service to all Health Department clients; honoring diversity of all department employees and constituents; participating in health department training; and striving for personal excellence in public health work.

QUALIFICATIONS

- High school diploma or GED.
- Two to three years of related experience including the full range of office and support functions: telephone, word processing, data entry, printing permits, filing, researching records, and processing payments and cash handling.
- All combinations of education, experience and training that demonstrate the ability to perform the work will be considered.

Knowledge of: general office procedures and practices and of the specialized functions, policies, and procedures of the work unit: applicable laws, county codes, ordinances, and policies governing the work of the department and assignment.

Ability to: Provide technical support and assistance to a wide range of programs and services; process applications, permits, reports and related paper work in a timely manner; communicate with the public, interpreting their needs/requests and appropriately applying program rules, regulations and policies that are necessary for the particular project at hand; research records; process payment applications; utilize Clark County and City of Vancouver computer files, and interpret information accurately; provide efficient customer service to all Health Department constituents; communicate clearly and concisely both orally and in writing and maintain effective working relationships with co-workers, clients and constituents.

WORKING ENVIRONMENT AND PHYSICAL DEMANDS

Work is generally performed in an office setting with comfortable environmental conditions. Most positions involve a high activity level and pace, competing time demands, and some interaction with dissatisfied or hostile customers. Essential tasks include typing/keyboard skills, phone/office equipment usage, reading, speaking and listening. Essential duties include walking, seeing, reading, speaking, handwriting and hearing.

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