



Position Description

Position Title:	Administrative Specialist I			Position #:	920
Working Title:	Administrative Specialist I			CS Status:	Classified
Division or Unit:	Environmental Health			Reports to:	EH Director
Employment Status:	Full Time	Pay Grade:	R2	FLSA Status:	Non-exempt
Funding Source:	Environmental Health General Fund				
This position description was last approved by the Board of Health on:				September 27, 2021	
Approved by the Canton Civil Service Commission:				October 20, 2021	

Position Summary: The Environmental Health Administrative Specialist I supports the staff and customers of the Environmental Health division. This includes, but is not limited to, providing excellent customer service, performing a variety of clerical, computer and technical tasks to create, maintain and process Environmental Health records, databases, reports. This individual is a professional, dependable, highly detailed and motivated person. This individual is expected to follow established policies and procedures to assist staff and customers independently.

Essential Duties and Responsibilities: 55% **Customer Service:**

- Professionally greet customers and answer questions in person, by telephone, e-mail and regular mail.
- Direct customers to appropriate staff members or other city departments.
- Explain rules, regulations, and policies.
- Provide updates to customers and staff.
- Examine and fulfill records requests.
- Calculate and accept fees for department services.

45% **Clerical/Computer:**

- Use various computer applications, software, and online programs to facilitate department goals and objectives.
- Create new documents, edit existing documents, and prepare reports and charts using computer software.
- Locate, store, and maintain paper and electronic files.
- Enter data, search for, and retrieve records using multiple automated and manual records management systems.
- Operate a variety of electronic office machines and office equipment.
- Write routine correspondence.
- Prepare administrative paperwork, meeting minutes, and program documents.
- Receive, sort, and distribute incoming mail.
- Prepare and send mail and packages.
- Maintain vehicle and office inventory and assist with ordering supplies.

5% Other duties as assigned.

Other Duties and Responsibilities:

- Follow instructions, policies, procedures and safety requirements as assigned by the Environmental Health Director and Administrative Assistant III.
- Maintain professionalism at all times.

- Ability to multi-task and prioritize work. Participate in staff committees, workgroups, Annual Staff Meetings and professional development.
- Provide support functions in response to public health emergencies.

Minimum Qualifications:

- High school diploma or equivalent.
- State of Ohio issued identification.
- Access to reliable transportation.
- Two years of clerical and customer service experience.
- Must type 35 words per minute.
- Ability to communicate clearly and concisely, both orally and in writing.
- Must be computer proficient and able to work efficiently in a heavily computerized environment with Microsoft Office applications.
- Ability to deal tactfully with citizens of the public .
- Capable of working productively in groups and independently with minimal supervision.
- Ability to understand, interpret, apply, and explain Federal, State, and City regulations, policies, and procedures.

Preferred Qualifications:

- Specialized training in Microsoft products such as Word, Excel, Outlook. Specialized training in quality improvement.
- Experience in the field of food service, public health, or government
- Familiarity with Ohio Administrative Code, Ohio Revised Code, or Canton City Ordinances

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 nine (9) months. Training will be provided for 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:

The following Council on Linkages Core Competencies (Adopted June 2014) for this position include:

- Analytical and Assessment Skills: 1A2, 1A3, 1A4, 1A5, 1A8, 1A10, 1A11, 1A12
- Policy Development and Program Planning Skills: 2A1, 2A2, 2A3, 2A4, 2A5, 2A6, 2A8, 2A10, 2A11
- Communication Skills: 3A1, 3A2, 3A4, 3A5, 3A6, 3A7
- Cultural Competency Skills: 4A1, 4A2, 4A3, 4A4, 4A5
- Community Dimensions of Practice Skills: 5A1, 5A2, 5A4, 5A5, 5A6, 5A7, 5A8, 5A9, 5A10
- Public Health Sciences Skills: 6A2, 6A6, 6A7, 6A8, 6A9
- Financial Planning and Management Skills: 7A1, 7A3, 7A7, 7A10, 7A11, 7A12, 7A14
- Leadership and Systems Thinking Skills: 8A1, 8A2, 8A4, 8A5, 8A6, 8A7, 8A9

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: 1A1, 1A2, 1A3, 1A4, 1A5
- Accountability: 2A1, 2A2, 2A3, 2A4, 2A5, 2A6, 2A7, 2A8



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- Equity, Ethics and Fairness: 3A1, 3A2, 3A3, 3A4, 3A5
- Continuous Quality Improvement: 4A1, 4A2, 4A3, 4A4, 4A5, 4A6
- Occupational Health and Safety: 5A1, 5A2, 5A3, 5A4, 5A5, 5A6
- Emergency Preparedness: 6A1, 6A2, 6A3

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 customers. The applicant must be physically able to stand, bend, and stretch to access various files and other items, and may occasionally lift up to 40 pounds. Work performed in this position is subject to challenging interactions with the community. Some weekend and evening hours may be required without advance notice. Occasional in-state travel may be required.

Approval: This position description was approved by the Board of Health on: **9/27/21**

Revision History: Dates of prior approved versions:

Employee Statement:

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

Employee Signature

Date

Printed Name