

Employment Opportunity

Position: Processing Assistant III (Customer Service Representative)
Macon County Public Health

Position: Processing Assistant III
North Carolina Alliance of Public Health Agencies - Macon County Public Health

Location: Franklin, NC

Salary: \$15.00 per hour

Closing date: March 27, 2025

Responsibilities

Employees in this position must have excellent keyboard skills; be proficient in Word and Excel; and, be capable of handling financial transactions with the general public. Knowledge and experience with HIS and/or Patagonia is a plus. General duties include filing, typing, processing paperwork, verifying income and residency documentation, phone skills, data entry, and working with clinic patients. Must have organizational skills and must be flexible and able to prioritize workloads and requests. This clerical position requires good communication skills and ability to work with people with courtesy and tact, as direct patient contact is a requirement. Must have ability to screen communications based on predetermined guidelines to independently respond to route inquiries. Must have ability to compile information based on general guidelines. Some lifting will be required. General work hours are Monday through Friday 8 a.m. to 5 p.m. with some early morning or occasional evening and/or weekend work required to meet the public health needs of the community.

Knowledge, Skills, and Abilities

- Some knowledge of common health and safety precautions in working in local health departments.
- Ability to work with staff and patients, under supervision, as set up by departmental policies.
- Ability to maintain clerical records and to compile reports from these records.
- Ability to use sound judgment and empathy in dealing with patients.
- Ability to follow oral and written instructions.
- Some knowledge of medical terminology and EMR's.

Minimum Training and Experience Requirements

- Graduation from high school and demonstrated possession of knowledges, skills and abilities gained through at least one year of office assistant/secretarial experience; or an equivalent combination of training and experience.

How to apply:

- Applicants must register and apply online or in person with www.ncapha.org
- Applicants must include 3 references with their contact information and the applicants valid email address for all correspondence from the employer to the applicant.
- No applications are accepted at Macon County Human Resources or Macon County Public Health.
- A criminal background check will be completed before hiring.

AN EQUAL OPPORTUNITY EMPLOYER/ADA EMPLOYER