

Job Title	Case Secretary
Reports to	Administrative Office Manager
	Revised 01-2020
Rate	Starting \$19.62/hour
Job Category	Clerical, Classified/ Non-exempt, Bargaining Unit
Department	Administration
Position Description	Under immediate supervision, operate word processing equipment to prepare technical documents from written and spoken information; perform quality assurance checks on all documents produced; perform various clerical tasks; and respond to requests from internal staff, families and outside agencies. Working conditions are in an office environment. Shifts may be fixed or rotating at management's discretion.
Major/Essential Functions	<ol style="list-style-type: none"> 1. Operate word processing equipment to prepare documents to support the work of the coroner. 2. Receive and respond to informational requests from professionals, families, and general public. 3. Populate database with information and retrieve information from database. 4. Answer telephones, analyze requests, and route to appropriate staff member. 5. Operate copy/fax machine, file documents electronically. 6. Correspond effectively and promptly via email. 7. Organize, archive, produce, and send coroner documentation. 8. Locate staff members and deliver messages in a timely fashion. 9. Prioritize workflows to best complete assigned casework. 10. Organize and maintain case load efficiently and effectively. 11. Work with other departments, outside agencies and organizations, and next of kin to complete death certificates and case files expediently. 12. Quality assurance of work product by through proof-reading and cross-referencing.
Occasional Duties	<ol style="list-style-type: none"> 1. Assist with special projects, events, and other duties as assigned. 2. Assist Receptionist and Front Office Assistant during absences and times of high call and/or visitor volume. 3. Assist Special Project Coordinator during absences and times of increased workload.
Qualifications	The ideal candidate has at minimum Associates Degree in a medical related, forensics, or business administration field. The candidate has the ability to effectively respond to customer inquiries and complaints; ability to communicate effectively, both verbally and in writing; ability to understand, produce and effectively proof technical materials; ability to detect and correct typing errors; ability to compose correspondence; ability to maintain effective working relationships with co-workers, County employees, and government agencies, outside organizations, the news media, and the general public. Knowledge of medical terminology; knowledge of health and safety standards and practices. Ability to secure work area; ability to operate personal computer, facsimile, copier. English is the official language of this position. Required to pass a background check and urine drug screen.
Preferred Qualifications	Previous experience in customer service, case management, or medical office.
Security Sensitive?	Yes
Physical Demands	Physical requirements include lifting-carrying of 10-15 lbs. constantly; visual acuity, speech and hearing; hand and eye coordination and manual dexterity necessary to operate computer keyboard. Subject to handling, walking, sitting, standing, bending, reaching and twisting to perform the essential functions.
Additional Requirements	<p>Required completion during probationary period (180 Days):</p> <ol style="list-style-type: none"> 1. FEMA ICS 100, 200, and 700 courses 2. Franklin County Human Resources Courses (Ethics, Customer Service, Multicultural Awareness, First Aid/CPR/AED, and CRASE)