

Job Title	Office Assistant
Reports to:	Administrative Office Manager
	Revised 01/2023
Job Category	Clerical, Classified/ Non-exempt
Department	Administration
Position Description	Under immediate supervision, the position will direct requests and phone calls to the appropriate staff members; operate word processing equipment to prepare technical documents from written and spoken information, prepare and send correspondence to family members of the decedent and/or public, perform various secretarial and clerical tasks, respond to requests from internal staff, families, and outside agencies. Provide administrative support to Coroner, senior staff, and physicians. Working conditions are in an office environment.
Major/Essential Functions	<ol style="list-style-type: none"> 1. Assist the Public Records Clerk with organizing, archive, produce, and sending of coroner documentation through processing public records request (online, phone, and electronic), bulk request, and prepare photo disc for eligible requests 2. Understanding of Sunshine Laws and Ohio Revised Code (ORC) 313. 3. Coordinate with team members in the department to cover the Receptionist position when needed. 4. Handle incoming calls as needed and route to appropriate staff member 5. Respond to front office inquires (customer complaints, public records, direct calls with questions, etc.). 6. Populate and retrieve information from database. 7. Operate copy and facsimile machine, organize, archive, and file documents (physically and electronically). 8. Prepare written correspondences to family members and others as directed. 9. Maintain office supplies and equipment, family room, and lobby as needed
Occasional Duties	<ol style="list-style-type: none"> 1. Assist with special projects. 2. Assist other departments with clerical needs. 3. Other duties as assigned.
Qualifications	The ideal candidate has an associate degree with over two (2) years customer service experience. 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. Must secure and maintain a favorable background investigation from Ohio BCI and the Franklin County Sheriff's office and urine drug screen. English is the official language of this position.
Preferred Qualifications	Bachelor's degree preferred; two (2) years minimum experience as a Receptionist or Administrative Assistant with an emphasis on answering phone inquiries. Previous experience in strong customer service in medical office or mental health. Experience in clerical work, familiarity with county agencies, excellent organizational skills. Bilingual candidates strongly encouraged to apply.
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. Must be able to sit for prolonged periods of time.
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, Sexual Harassment, First Aid/CPR/AED, and CRASE) 3. Ohio Sunshine Laws