

**NORTHERN KENTUCKY HEALTH DEPARTMENT
JOB POSTING**

SEPTEMBER 27, 2024

FRONT OFFICE ASSOCIATE/INTERPRETER [Code: FOAI]

Do you want to make your community a better place to live by preventing disease, promoting wellness, and protecting against health threats? Are you excited about being part of a team focused on making a difference? Do you like new challenges? Does work/life balance appeal to you? If you answered YES, then it may be time for you to find the job you love right here at NKY Health. The Clinical Services Division is accepting applications for a Front Office Associate/Interpreter to interpret (English/Spanish) between provider and client and to arrange for the general public to receive preventative health services such as immunizations, family planning, prenatal, well-child, cancer screenings, STD screenings and follow ups, cancer screenings and follow ups, nutrition education and WIC thereby promoting a safe and healthy community. We are accepting applications for a full-time (40 hours/week) Front Office Associate/Interpreter for all locations (Covington, Florence, Newport, and Williamstown.) We could be waiting for YOU!

Status: Full-time (40 hours/week) non-exempt (hourly pay) merit system positions
Classification: Front Office Associate/Interpreter
Band: 4
Pay Rate: \$20.23 - \$24.37/hour (based on your years of directly related paid experience)
Reports to: Front Office Supervisor

Essential Functions include, but are not limited to:

1. **Interprets medical information.** (Interprets medical information from provider's English to client's target language (**Spanish**). Interprets medical information from client's target language (**Spanish**) to provider's English.)
2. **Performs receptionist duties.** (Answers telephones. Directs calls to appropriate personnel or outside organization for assistance. Provides general and non-technical information in response to the general public. Schedules appointments for clients. Makes phone calls to remind clients of their appointments and missed appointment notifications. Greets clients on arrival and initiates service provision.)
3. **Performs general clerical duties.** (Screens clients to determine program eligibility. Registers clients for services. Completes appropriate forms. Assists clients with Presumptive Eligibility (PE) and Breast Cervical Cancer Treatment Program (BCCTP) applications. Mails reminders and no-show cards for assigned program(s). Assembles new charts, packets and client supplies. Files and maintains charts, mastercards, master patient index cards and reports. Copies records for release as directed. Maintains PEFs. Enters data into computer systems. Collects fees and issue receipts.)
4. **Administers assigned programs.** (Issues Women Infant Children (WIC) benefits. Registers the general public to vote. Issues Verification of Certification (VOC) for WIC patients transferring to other locations.)
5. **Reconciles assigned reports.** (Works assigned report(s).)
6. **Assists Clinic Manager and clerical supervisor.** (Assists with training new clerical staff. Replaces missing WIC cards. Assists in reconciling fees collected with cash on hand.)
7. **Completes special projects.** (Responds to public health emergencies as assigned. Completes other special projects.)
8. **Performs other duties.** (Attends work as scheduled or uses approved leave. Collaborates in and contributes to individual, team, and/or organizational quality improvement and evaluation activities. Serves on internal committees. Completes timecard. Completes travel reports. Completes required training. Completes other assigned reports.)

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Qualifications:

A valid, active driver's license, reliable transportation, bilingual (English/Spanish), and one of the following is required:

- High school diploma or the equivalent.
- The equivalent combination of experience and education sufficient to successfully perform the essential functions of the job.

Preferred: Same as above plus experience in a medical or clinical setting

To Apply:

Please submit applications through Indeed ONLY (www.Indeed.com).

We're sorry but to be fair we have to discard paper applications, faxed applications, and emailed applications without considering them.

For immediate consideration, apply by 10/8/2024.

If you'd like to wait, we'll accept your application as long as the position is posted on Indeed.

Please reference code FOA/I on any attachments or correspondence. No phone calls, paper applications, or paper resumes please. Selection will be made by interview(s), and/or review of submitted documentation, which must indicate that applicant meets minimum qualifications. Criminal background check, drug screen, and language test will be required. Failure to meet any of the selection criteria shall disqualify an applicant.

Northern Kentucky Health Department Human Resources – FOAI

**Please visit our website at www.nkyhealth.org to
view other opportunities to join our family.**

EEO/M/F/Vets/Disabled/LGBTQ+