

POSITION DESCRIPTION

Classification:	Program Specialist II
Title:	Program Specialist II
Employee Name:	Vacant
Program:	STD/HIV
Division:	Communicable Disease
FTE:	1.0
FLSA:	Non-Exempt
Represented Status:	AFSCME
Salary Range:	11
Position Number:	678
Effective Date:	TBD
Revised From:	May 2, 2019

Definition:

Under the direction of the STD/HIV Program Supervisor, or designee, the incumbent performs a variety of highly complex and diverse technical support work for the Communicable Division. The incumbent will maintain a high level of customer service skills and appropriate communication skills while applying accomplished office/operational support skills; responsible for team collaboration, organization, prioritization, and coordination of multi-section work assignments for uniformity and consistency.

The incumbent will utilize advanced technical administrative expertise, above average competency with computers and technology, writing and grammar skills, and ability to make independent decisions and judgements for efficient and effective customer service. With considerable discretion within parameters of the classification, incumbent will assist in guiding staff through process changes. The duties require the incumbent to be extremely detail oriented, inquisitive, very organized, have excellent time management skills, have the ability to coordinate work with others, and assist in the development and implementation of new workflows and processes to improve administrative support functions throughout the division. The Program Specialist II classification is distinguished from a Program Specialist I, in that the level II is an advanced technical expert in the Program Specialist series with specialized technical knowledge in administrative details, performs more technically complex and responsible support functions with significant consequence for error.

Work is performed under limited supervision. Supervisor defines objectives, priorities, and deadlines; and assists incumbent with unusual situations, which do not have clear objectives or precedents. Incumbent plans and carries out assignments and handles problems and deviations in accordance with experienced judgment, instructions, policies, procedures and/or accepted practices. . Work is evaluated for technical soundness and conformity to practice and policy. Reports to the STD/HIV Program Supervisor, who reviews the work for accuracy, thoroughness and conformance to established practices and procedures.

Examples of Work Performed:

- Performs a variety of highly responsible and specialized support work for the division. Performs on a continuing basis, assignments requiring specialized skills and/or capabilities to establish and maintain operational functions.
- Apply change management processes and tools to recommend ideas, strategies, and support adoption of required administrative procedural changes.

- Assist with organization, coordination, and prioritization of administrative functions throughout the division.
- Participates in interviews, assists with orientation, training and assessments of new employees in procedures, software setup and office equipment/technology within area of assignment.
- Evaluates multi-section procedures and user guides and provides drafts recommendations for revisions;
- Fulfills the role of coordinator for Random Moments Time Study. Responsible for participation in the Medicaid Administrative Claiming program, including follow-up of time-limited, quarterly, annual, and ongoing tasks.
- Assists in the development of office operation procedures and protocols and recommends modifications to address better efficiency and effectiveness in the workplace.
- Retrieves and reviews data, verifies accuracy of data, conducts analysis of data, and prepares deadline-intensive reports and makes recommendations based on trends.
- Designs, revises, formats, proofreads, and edits forms and documents and creates email templates to meet efficiency and customer service goals.
- Participate in continuing education courses as appropriate to meet learning needs.
- Assists with billing for Partner clinic(s) following specific guidelines outlined in an MOU.
- Able to inventory and order supplies to maintain specific stock levels for the STD/HIV program.
- able to read and interpret lab results , enter the lab results into Health District EMR system, scan hard copy and attach to the appropriate encounter.
- Able to use mail machine and other office supplies without direction.

Associated Duties:

- Performs other duties as assigned.

Knowledge, Skills and Abilities:

- Knowledge of public health policies, procedures, and structure.
- Knowledge of applicable local, state, and federal laws
- Knowledge of correct English grammar, spelling, punctuation, and vocabulary.
- Knowledge of modern office practices, procedures and equipment including personal computer and word processing, multiple database and spreadsheet software.
- Skill with organizing and guiding groups toward common goals while gaining support and buy-in.
- Knowledge of principles and practices of training.
- Knowledge of effective presentation techniques to groups and individuals.
- Skilled in use of interpersonal skills using tact, patience and courtesy.
- Skilled in organization and coordination and scheduling of multiple simultaneous tasks and projects with strict deadlines, without requiring supervision/reminders.
- Skilled in positive and effective interaction with individuals of diverse cultural, social, and economic backgrounds.
- Must be resourceful searching out answers using any available resources and be tech savvy, able to figure out new technology/software with little to no assistance.
- Ability to work independently and exercise initiative, sound independent judgment, and discretion.
- Ability to establish and maintain effective working relationship with co-workers, management, other employees, agencies, and the general public.
- Ability to coordinate and collaborate reports and information from a variety of sources with unique, detailed, complex, and/or vague procedures or regulations.
- Ability to actively participate as an effective team player.
- Ability to understand and follow oral and written instructions.
- Ability to meet timelines and schedules on multiple simultaneous projects.
- Ability to prepare and maintain accurate and detailed records and reports.
- Ability to read and interpret documents such as policy manuals, business periodicals, and technical procedures.

- Ability to respond to common inquiries or complaints from co-workers, customers, external agencies or the public.
- Ability to apply common sense understanding to solve complex problems or deal with several variables in standardized situations.
- Ability to deescalate tense situations with customers and members of the public, and skilled with conflict resolution.

Job Location, Working Conditions and Equipment Utilized:

The incumbent will generally work in an office setting. The noise level in the work environment is usually moderate. The incumbent may be exposed to individuals who are irate or hostile. Typical business office machinery and equipment used include, but are not limited to computers, telephone, fax, copier, calculator, projector, and cash drawers.

Required Physical Traits:

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Working conditions and physical demands vary by assignment.

- Requires manual and finger dexterity and hand-eye-arm coordination to write and to operate computers and a variety of general office equipment. Requires mobility to accomplish other desktop work, retrieve files, and to move to various District locations.
- Requires visual acuity to read computer screens, printed materials, and detailed information; specific vision abilities required by this classification include close vision, distance vision and color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Required to use hand to eye coordination, handle, feel or operate objects, tools, or controls.
- May involve occasional kneeling, squatting, crouching, stooping, crawling, standing, bending, climbing (to stack, store or retrieve supplies or various office equipment or files).
- The incumbent is frequently required to stand and/or walk for extended periods of time; walk on uneven surfaces; sit; climb or balance; stoop, kneel crouch, or crawl; and smell in the performance of field and office duties.
- Lifting and carrying up to 20 pounds is required continuously, and up to 50 pounds occasionally with or without assistance (example: a box of copy paper).
- Requires ability to drive an automobile and/or have sufficient mobility to access various work locations.
- Requires the ability to communicate with others orally, face to face and by telephone.

Education and Experience Required:

Education: Requires a high school diploma or equivalent.

Experience: Requires three years of clerical support experience (or combination of education, training and/or experience which provides evidence of the ability to perform work of the class.)

Or: In place of the above requirement, the incumbent may possess any combination of relevant education and experience which would demonstrate the individual's knowledge, skill, and ability to perform the essential duties and responsibilities listed above.

Licenses, Certifications and Other:

- An Associate's Degree in data processing, administrative support, or other relevant degree, *preferred*
- Fluency in a foreign language, *preferred*
- Valid Washington State Driver's license or ability to obtain one within 30 days of hire and a driving record which meets the requirements of Snohomish Health District's insurance carrier
- Background check pursuant to RCW 43.43.830

Acknowledgement: Position description reviewed by Employee and Manager

Employee Signature: _____ Date: _____

Position Description: ***Program Specialist II***

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Supervisor Signature: _____ Date: _____

Assistant Division Director Signature: _____ Date: _____

Division Director Signature: _____ Date: _____

Human Resources Signature: _____ Date: _____

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the workload.