

Job Posting

December 10, 2025

Position Title: Personal & Family Health Clerk

Pay Rate: \$15.42 per hour

Division: Personal and Family Health (Chippewa County Health Department)

Union: Non-union/Non-Exempt Position-Full-Time

JOB SUMMARY:

Performs a variety of clerical tasks to assist in the processing of a variety of health department records and providing clerical support to other staff. Enrolls clients in programs and answers questions on program procedures, eligibility requirements, scheduling, and related matters. Completes various documents with information from the client or from file documentation, and assists in maintaining record keeping systems. Performs data entry and may generates reports.

EDUCATION, TRAINING, EXPERIENCE, CERTIFICATION/LICENSURE:

Education: High school graduation or equivalent.

Experience: One year of general clerical experience is required. May require experience and training in various computer software and equipment.

Other Requirements: Possession of a valid Michigan driver's license.

The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.

ESSENTIAL FUNCTIONS:

- Receives clients and their families at a clinic or screening site. Screens for insurance coverage, gathers background information, and assists in the completion of various forms and applications. Contacts clients to verify and update information and verify appointments. Makes appointments, collects donations, and refers clients to other providers.
- Monitors client folders assuring that proper documents are completed to ensure appropriate client billing of account. Adjusts and records all related documents, orders, costs for services rendered, and related fees as needed.
- Operates computer terminal for entry of data such as service activity data, billing information, supplies used, immunization records, case notes, payments, vouchers, client information, changes and deletions of demographic information, and other data.
- Prepares, sorts, processes and files a variety of forms, applications, documents and records in accordance with departmental procedures and program guidelines. Performs other clerical tasks.
- Provides outreach and education to clients and medical staff regarding program guidelines and health department services through mailings, displays, telephone contact and in person.

- All other duties as assigned.

OTHER FUNCTIONS:

- During a public health emergency, the employee may be required to perform duties similar to but not limited to those in his/her job description.
- Recognizes that positive employee relations are a necessary precedent for positive client relations. Provides assistance when seeing another in need. Contributes to the team effort of providing superior customer service to enhance the image of the Health Department. Refrains from holding negative conversations about duties, assignments, co-workers and clients. Adheres to Health Department telephone courtesy standards for answering, placing and transferring calls, as well as general telephone use. Does not allow personal telephone calls or visitors to interfere with telephone responsibilities, public encounters or customer courtesy to others. Demonstrates an effort to assure that customers/clients wait in definite expectations of when and how they will be served. Professionally addresses others (smile, handshake, eye contact, voice, posture, grammar, grooming and dress). Responsible for promoting and securing potential clients and referrals.

PHYSICAL REQUIREMENTS *[This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the following requirements. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements]:*

Ability to access office files.

Ability to enter and retrieve information from computer.

Ability to access charts and other records and documents of the department.

Ability to operate copy machines and other office equipment.

Stooping, kneeling, and crouching to retrieve and put away supplies and materials.

May require the ability to travel throughout the county to various clinic locations.

May require the ability to lift and carry equipment weighing up to 35 lbs.

May require the ability to climb stairs to access work sites.

WORKING CONDITIONS

Works in office and clinic conditions.

May work in various off-site locations throughout the county.

May be exposed to communicable diseases, blood, and other bodily fluids.

Interested applicants should submit a letter of interest, application and/or resume to Jill Schaefer, Executive Assistant, 508 Ashmun Street, Suite 120, Sault, MI 49783. Applications can be found at www.chippewahd.com. EOE