



Position Description

Position Title:	Program Assistant	Work Title:	District Health Program Assistant
Division:	District Health	Status:	Classified
Reports to:	Health Commissioner	Employment Status:	Full-Time
Funding Source:	District Health	FLSA Status:	Non-Exempt
Core Competencies Tier: 1			Pay Grade: \$15.00-\$22.00
This position description was last approved by the Board of Health on:			07/16/2026

Position Introduction: Under general supervision, greet and provide customer service to the public; Serve as a clerk to the vital statistics program and follow established procedures performing a variety of clerical tasks to create, maintain and process vital statistics records and requests for birth and death records; and provide supportive services requiring contact with departmental client and staff; perform related work as required. Maintain credentialing to serve as the agency's Notary. Responsible for communication through media and social media avenue working alongside the agency's nursing department and health commissioner to provide education and messaging on timely topics related to the health of Coshocton County. Serves as back up for billing claims to private insurances, Medicare, Medicaid, and Medicaid Managed Care providers for Adult Health, Child Health and Prenatal services rendered. Serve as front window back up for the clinic, district health and environmental health. Provides support and responsible for assigned program duties.

Essential Duties and Responsibilities:

Vital Statistics:

- Examine records requests and other documents furnished by customers to review for accuracy, completeness and relevancy of information and to determine if the criteria established by law for release of records have been met.
- Produce and release certified copies of vital records.
- Enter data, search for and retrieve records using multiple automated and manual records management systems to post, update and/or adjust records.
- Operate a variety of office machines and office equipment to maintain vital records and to produce certified vital records.
- Verify the validity of vital records.
- Prepare vital records and data for department use and partner agencies.

Customer Service:

- Greet customers and answer questions (in person, by telephone, email and regular mail) regarding rules/regulations governing release of records, standard office processes and department services with tact, patience, empathy and by utilizing all available resources to provide the best possible service.
- Accept fees for department services.
- Assist Environmental Health customers to ensure they are connected with the needed person or resource.

Administration:

- Prepares administrative paperwork and program documents.

- Performs required activities for assigned programs. This may include program reports, meetings and/or training.
- Works with the fiscal office and administration to develop front office procedures, complete basic forms and activities for customers, and provide administrative support to all programs.
- Provide assistance at all front windows within the organization.
- Perform duties as assigned.

Clerical:

- Balance revenue with register receipts at the end of each business day.
- Perform opening and closing procedures.
- Answer and direct telephone calls.
- Maintain filing systems.
- Prepare and send outgoing mailings and packages.
- Complete pay-ins, process bills, and maintain fiscal records
- Administrative support for district health
- Perform duties as assigned.

Program Support:

Provide support and responsible for assigned program duties, such as:

- Ohio Buckeyes Buckle
- Project Dawn
- Safe Sleep Program
- Prevent Blindness

Other Duties and Responsibilities:

- Participate in staff committees and workgroups.
- Provide support functions in response to public health emergencies as directed by the Health Commissioner.
- Other duties as assigned.

Minimum Qualifications:

- High school diploma or equivalent.
- Must be computer proficient and knowledgeable in various office and computer applications, including word processing, spreadsheet, desktop publishing, email, etc.
- Must have access to reliable transportation/Valid Ohio Driver's License/Proof of auto insurance/insurable driving record; position may require in-state travel.

Preferred Qualifications:

- Customer service experience, minimum of 2 years.
- Expert in Microsoft Office (word, Excel)

Required Certifications (after hire)

- Notary Public (must be obtained within 6 months of hire)
- National Child Passenger Safety Certification (must be obtained within 12 months of hire)

A copy of the description of the core competencies can be found here:

All Coshocton Public Health District (CPHD) employees are expected to ensure that Coshocton County residents are protected from disease and other public health threats, and to empower others to live healthier, safer lives. In addition, all CPHD employees are expected to meeting specified competencies in the follow areas:

- **Customer Focus:** Ensure the health and safety of our community within my abilities and resources and treat our many, diverse customers with thoughtful listening and respect.
- **Accountability:** Be accountable for knowing the scope of programs and for maintaining the public's trust through credible information, quality programming and services, and fiscal integrity.
- **Continuous Quality Improvement:** Establish and maintain organizational capacity and resources to support CQI.
- **Occupational Health and Safety:** Follow all safety rules, proactively work to prevent accidents, and encourage the use of sound judgment in order to comply with departmental and county occupational safety regulations.
- **Emergency Preparedness:** Promptly identify and respond to public health threats and priorities which may involve working outside of day-to-day tasks.
- **Communication:** Communicate in a respectful manner in both written and oral formats with linguistic and cultural proficiency.

Work Environment:

- Daily work includes general office setting.
- Office setting includes sitting for long periods of time and viewing a computer screen for long periods of time; standing at counter to assist customers.
- Must have the ability to lift/hoist 15 pounds.
- Work performed may be subject to challenging interactions with community members.

Follow this link to apply for the position: <https://coshoctoncounty.bamboohr.com/careers/28>