

<b>Job Title:</b> Support Staff	<b>Hours per week:</b> 18 hours	<b>FLSA Status:</b> Part time/ Unbenefited
<b>Reports to:</b> Director of Public Health	<b>Employer:</b> Quabbin Health District; 126 Main Street, Ware MA 01082	<b>Starting Salary Range:</b> \$28/hour

**SUPPORT STAFF  
(Quabbin Health District)**

**Statement of Duties:**

To support Quabbin Health District staff in administrative duties, projects, and inspections to promote and protect the public health of our residents in the Quabbin Health District, which includes the Towns of Belchertown, Pelham, and Ware.

**Supervision:**

Works under the general administration of the Director of Public Health.

**Work Environment:**

A majority of work is performed under typical office conditions, with frequent interruptions; noise level is moderate.

Regularly operates a computer, telephone, copier, facsimile machine and other standard office equipment.

Makes frequent contacts with the general public, businesses, town departments, vendors and local officials. Contacts are in person, in writing, and by telephone and via standard reports.

The application of appropriate judgment, discretion and professional office protocols is required.

Operates a motor vehicle for travel to assist in inspectional and supportive work in the District.

Operates inspectional equipment pertaining to food inspections.

**Judgement:**

Errors in either the technical application of recognized public health procedures, or in the interpretation of related information, could seriously endanger public health and safety, result in inadequate conditions of sanitation, have legal and financial ramifications, or cause severe adverse public relations for the District.

**Confidentiality:**

Work requires occasional contact with the general public, regular contact with town departments, state, federal and private organizations, requiring administrative and technical knowledge and ability.

Has access to District Town confidential information, such as passwords, permissions, records, documents, and contract information.

### **Essential Functions:**

*(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)*

### **Administrative Support:**

- ❖ Fills in for Administrative Assistant and Senior Clerk to cover the Ware or Belchertown Board of Health offices during vacations.
- ❖ Prepares Pelham Bookkeeping/Accounting: Recording payments, balance money received, preparing, and submitting money turnovers to Town Treasurer.
- ❖ Licensing & Permits: Prepares annual licenses for Pelham and processes the permits, recording payments, maintaining records, mailing/calling reminders, scanning and emailing. On occasion may need to provide similar supportive tasks to Administrative Assistant and Senior Clerk for Ware and Belchertown Board of Health offices.
- ❖ Opens Daily Mail for Pelham: Opening all incoming mail, dating, sorting, distributing, filing.
- ❖ Conducts General Office Work: Typing, filing, searching records, maintaining supplies, keeping office organized and clean.
- ❖ Attends monthly Pelham Board of Health Meetings: coordinating, scheduling, and posting Board of Health Meetings, creating agendas, notifying appointments, taking, and typing meeting minutes, maintaining records. On occasion may need to provide support to Administrative Assistant and Senior Clerk for Ware and Belchertown Board of Health meetings or public hearings.
- ❖ Takes and types the meeting minutes for the Quabbin Health District Board meetings.
- ❖ Works on administrative projects for the Quabbin Health District at the direction and guidance of the Director of Public Health.
- ❖ Performs similar or related work as required, directed or as the situation dictates.

### **Inspectional and Nursing Support:**

- ❖ Assists as needed with Food Establishment Inspections: conducts comprehensive inspections of permitted “low risk” food establishments, temporary food events and mobile food trucks to ensure they are in compliance with the state, federal, and local

regulations. Low risk food establishments include those selling retail food only and or do very limited food preparation such as residential kitchens and convenient stores.

- ❖ Maintains knowledge and expertise in relevant areas of public health, and environmental issues in order to maintain required licenses and certifications and changes in pertinent public health laws and regulations as well as enforcement practices.
- ❖ Assists as needed, the Public Health Nurse with vaccination clinics; distributing informational materials and flyers; and tabling at public events.
- ❖ Participates in public health programs in the community as required.
- ❖ Occasionally required to attend local board of health meetings, work evenings and weekends. Maintaining knowledge of open meeting laws and State Ethics Commission.
- ❖ Performs similar or related work as required, directed or as the situation dictates.

**Minimum Qualifications:**

*Education, Training and Experience:*

High School Education. Associate degree; or Bachelor’s degree in science, public health or related field preferred; two – three years of experience, preferably in a municipal work environment, public health field, or any equivalent combination of education, training, and experience. Must possess and maintain a valid driver’s license.

*Specific Certifications for Inspections: or must obtain within 1 year of hire: **WE TRAIN ON THE JOB!***

- ❖ ServSafe Food Protection Manager Certification
- ❖ MA PHIT related trainings & certifications
- ❖ LPHI Foundations Course or must obtain within 18 months of hire.

**Knowledge, Ability and Skill:**

*Knowledge:* Must have ability to understand and interpret public health laws and regulations; perform multiple tasks simultaneously despite interruptions.

Must have knowledge of office practices and procedures, departmental operations and procedures. Must have strong writing skills, including the skill to document legal and statutory requirements. Must have computer skills, including word processing, spreadsheets and data management, organization and communication skills.

*Ability:* Ability to: Meet and work with municipal colleagues and the public effectively and appropriately, to effectively handle problems in the field; to communicate clearly, both orally and in writing; to operate a computer; to maintain confidential information; to maintain, manage, and organize records; to establish and maintain effective working relationships with municipal

employees, coworkers, Town officials, state regulatory agencies and disgruntled members of the public. Ability to manage multiple tasks in a detailed and organized manner and prioritize workload; and to enforce laws and regulations in an impartial and consistent manner. Ability to understand, learn interpret and explain policies and procedures and to apply such guidelines appropriately to different situations.

*Skill:* Excellent planning and organizational skills. Excellent employee relations and customer skills. Intermediate or higher-level skill in Microsoft Office suite including Excel; Power Point; and Word; proficient oral and written communication skills. Skilled in website utilization, online permitting and tablet based inspectional software use. Moderate skill in utilizing GIS to find information about properties in the Towns.

**Physical Requirements:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- ❖ Minimal physical effort required to perform functions under typical office conditions.
- ❖ Position requires the ability to operate a keyboard and standard office equipment at an efficient speed. The employee is required to use hands to finger, handle or feel objects tools, or controls, and to reach with hands and arms.
- ❖ The employee is frequently required to sit, talk, and hear.
- ❖ Occasionally may be required to lift objects up to 60 pounds.
- ❖ Specific vision requirements include close vision, distance vision, and the ability to adjust focus.

The Quabbin Health District is an equal opportunity employer.

To apply for the position please send resume with cover letter to Administrative Assistant, Betty Barlow. Email to [bbarlow@townofware.com](mailto:bbarlow@townofware.com) or mail to Quabbin Health District ATTN: Betty Barlow; 126 Main Street, Ware MA, 01082.

*(This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.)*