

COUNTY OF GILLESPIE
JOB DESCRIPTION



Office Assistant For
Indigent Health and Court Collections

Position/Title: Office Assistant
Department: Indigent Health and Court Collections
Pay Range: \$18.00 - \$19.50 (depending on experience)
FLSA Category: Non-exempt

GENERAL DESCRIPTION:

This position includes duties in both County Indigent Health Care Program, coordination of application process and Court Collections, coordination of payment plans.

COUNTY INDIGENT HEALTH CARE PROGRAM (CIHCP): Assist Indigent Health & Court Collections Coordinator with providing Indigent Health Care applications to individuals seeking health care benefits and services through Gillespie County. Assist individuals in completing applications, determine eligibility for new applicants and continual eligibility for clients for Indigent Health Care services, review and verifying data on applications, ensure adherence to regulations, policies, and procedures as set by State and Gillespie County.

COURT COLLECTIONS: Assist Indigent Health & Court Collections Coordinator with the operation of the Court Collection Program for court ordered fines, fees, and/or restitution. Provide defendant with an alternative means to satisfy their financial obligation to the court system through a payment plan. Assist with interviews with defendant, verify defendant's application information, evaluate defendant's ability to successfully complete a payment plan. Monitor and attempt to ensure defendant's compliance with payment plan.

ESSENTIAL JOB DUTIES:

Essential duties/functions may include but are not limited to the following areas:

- Provide Indigent Health Care applications to individuals seeking health care benefits and services from the County.
- Assist in completing applications and advise individual of supporting documents required by Program regulations.
- Review, analyze and evaluate information provided on individual's application.
- Determine eligibility for new applicants and continued eligibility of clients for Indigent Health Care services.
- Interview applicants to determine eligibility, financial status inquiries, living arrangements, medical conditions, etc., and contact various human services agencies, financial institutions, landlords, etc., to confirm information received.
- Enter pertinent information into electronic data system and update client information per Program requirements.
- Advise applicants of potential eligibility for programs such as social security, Medicaid, Medicare, Food Stamps, MHMR services, disability, widow's benefits, and supplemental security income (SSI).
- Confer with representatives of other governmental or private human service agencies or health care professionals to coordinate referral of programs to clients in need.
- Prepare reports as required and/or requested as relative to CIHCP.
- Maintain tangible files, documents, and reports related to the CIHC Program.
- Answer routine telephone and personal inquiries concerning CIHC Program.
- Interpret the invoice coding, determine the type of service; input the information/data into the indigent health system.
- Run reports from the indigent health system showing the amounts owed at the indigent rates.

- Submit claims to Auditor's Office for payment processing.
- Distribute applications to defendants requesting time to pay court ordered fines, fees and/or restitution with instructions for completion.
- Review, analyze and evaluate information provided by defendant's application.
- Direct defendants to appropriate Court for payments of fines, fees, and/or restitution.
- Prepare payment plan documents for defendant and Court, submit proposed payment plans to Clerk of the Court or to the Judge for Judge's approval.
- Locate and notify defendant of delinquent account and attempt to secure payment.
- Provide location information of defendant to law enforcement upon request.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to perform essential duties and functions of the position in the working conditions and schedules as described.
- Social work (indigent health care), Criminal Court and/or collections or related training/work experience preferred.
- Must be able to maintain confidentiality of records as required by law. Strong communication skills, both orally and in writing.
- Knowledge of modern office practices and procedures.
- Proficient in the use of Microsoft Office Suite.
- Proficient in the use of office equipment such as copier, scanner, typewriter, calculator, computer. Ability to perform assigned duties without continual supervision and to make sound, independent judgments.
- Ability to use various databases and search strategies to locate contact information. Ability to manage multiple and changing priorities as may be necessary.
- Regular work attendance is essential.
- Bi-lingual English and Spanish preferred.
- Ability to remain calm during stressful situation.
- Must have good communications skills and courteous public relations skills.
- Ability to establish and maintain effective working relationships with co-workers; be a team player; skill to deal with the public in a positive and professional manner.

EDUCATION AND EXPERIENCE:

- Graduation from high school or GED equivalent.
- Minimum of one to two years in related work experience, training or an equivalent combination of education and related experience.
- Must be at least 18 years of age

ENVIRONMENTAL WORKING CONDITIONS AND SCHEDULES:

County facilities, including vehicles, are smoke-free and alcohol-free working environments. Location for this position is the Gillespie County Courthouse. Working conditions consist of an indoor and air-conditioned environment. The position requires daily and prolonged repetitive motor movements, such as but not limited to: sitting, walking, stooping and movements of various supplies and/or equipment of up to 10 pounds. The request for assistance with heavy objects is required for personal and material safety.

Normal work schedule is Monday through Friday, eight (8) hours per day, 40 hours per week with an hour for lunch. Regular work attendance is essential. Overtime and/or unscheduled hours, holidays, and/or weekends may be required in the case of excessive workloads, unforeseen personnel shortfalls, or emergency situations. Employee must arrive to work on time, prepared to perform assigned duties and work assigned schedule. Employees are required to record their work hours properly and to submit time records promptly to their supervisor.

APPLICATION INFORMATION

No resume will be accepted in lieu of an application form. Applications can be downloaded from the Gillespie County "Employment Opportunities" link at <https://www.gillespiecounty.org/>

Please Return your completed application to:

Email: hr@gillespiecounty.org

In Person: Gillespie County Courthouse Room 102-B

Mail: Gillespie County, 101 W. Main St., Mail Unit #11, Fredericksburg, TX 78624

Gillespie County is an Equal Opportunity Employer. A background check will be required of finalist. New or rehired potential employees will be required to provide documentary proof of their eligibility for employment.

I have read and understand the essential duties / functions; skills and abilities; minimum requirements; and working conditions and schedules of this position.

Signature _____

Date _____