



## Career Posting – Office Assistant IV

### The Community

AppHealthCare serves the vibrant communities of Alleghany, Ashe, and Watauga Counties nestled in the beautiful Blue Ridge Mountains in Northwestern North Carolina. Take a quick look around and witness the many expressions of community pride and southern hospitality – a smile from someone walking downtown, a thriving culinary scene, and plenty of outdoor adventure. We experience the beauty of four seasons from white fluffy snow to colorful fall foliage. There is simply something special about these mountains and the quaint small-town feels – come see for yourself!

### Caring for Our Community

We are a local public health department and health center focused and committed to improving our communities' health and well-being through compassionate, high-quality care. We have about 120 full/part-time employees and about 10 contract employees. We are governed by two boards that provide strategic direction and oversight of agency functions. We have received numerous awards and distinctions for the care we provide and have recently achieved accreditation with honors. We are committed to caring for our community and providing excellent customer service.

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<b>Position:</b>	Office Assistant IV
<b>Location:</b>	Watauga Health Center, 126 Poplar Grove Connector, Boone, NC 28607
<b>Salary:</b>	\$32,655 - \$51,652 Salary based on qualifications and experience
<b>Hours:</b>	Full-time, between the hours of 7:00 am and 6:00 pm to serve patients during normal clinic hours of operation which are Monday-Friday, 7:45 am-4:45 pm. Potential to work outside normal hours for client needs, special events, or public health emergencies.
<b>Closing Date:</b>	Open until filled
<b>Job Summary:</b>	This position serves as an Administrative Specialist at the Watauga County office of AppHealthCare. This position will fill a critical role in the department by providing office support that serves clients seeking a variety of services.

In addition, the position will be part of a great front office team and will complete a variety of administrative functions for clinical public health

services including patient registration, determining fees or applicable sliding fee discounts based on family size and prescribed guidelines, processing and accepting payments, and assisting with medical records.

The successful candidate in this position will also have a comfortable working knowledge of basic computer office software, electronic health records, and office support duties. In addition, a strong candidate will be able to prioritize daily work activities including but not limited to referrals, medical records, and billing transactions in a busy medical office environment while prioritizing customer service. This position will directly report to the Management Support Supervisor.

### **Major Duties and Responsibilities:**

Employees at this level independently perform a variety of tasks in support of an office operation, program, or work unit applying varied guidelines and program knowledge that require some interpretation. The majority of time is spent performing office support tasks that involve several steps and require the selection of the most appropriate action within procedural and operational guidelines that are normally available. Work involves providing assistance to staff, service recipients, other organizational units, and the public in resolving problems or inquiries. Work requires significant knowledge of the office or work unit's policies and procedures to communicate or process information or documents involving program functions and services, access office systems for information, and prepare documents and reports.

### **Minimum Education & Experience**

Graduation from high school and demonstrated possession of knowledge, skills, and abilities gained through at least two years of office assistant/secretarial experience; or an equivalent combination of training and experience.

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### **How to Apply**

Complete an [NC State Government Application for Employment \(PD-107\)](#). The application is located on the NC Office of State Human Resources website. The application can be completed in hard copy or electronically.

A completed state application, including cover letters and resumes/CVs, should be sent to Human Resources by email to [careers@apphealth.com](mailto:careers@apphealth.com) or dropped off in person at the AppHealthCare Alleghany Health Center at 157 Health Services Road in Sparta, NC.

**For questions or more information, please contact AppHealthCare Human Resources:**

**(336) 372-5641 x1119 | [careers@apphealth.com](mailto:careers@apphealth.com) | [AppHealthCare.com](http://AppHealthCare.com)**

## **Benefits**

We offer a variety of paid and voluntary employee benefits including retirement plans, health insurance, life insurance, paid parental leave and annual and sick leave, and more. For more information about benefits, [visit our website](#).

*AppHealthCare recruits team members who share our values of Integrity, Drive, Resilience, Service, and Community and actively support the overall public health mission of the agency.*

*AppHealthCare is committed to providing equal employment opportunity (EEO) to all persons regardless of race, color, religion, sex, national origin, political affiliation, physical or mental disability, age, veteran's status, family medical or genetic information, sexual orientation, gender status, pregnancy, gender identity or other non-merit based factors. All recruitment and selection activities will be administered according to EEO principles, with the goal of having a diverse workforce that reflects the population of the communities the District serves.*

*AppHealthCare is a recovery-friendly workplace.*

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