

Public Health Office Assistant (PHOA)

Gibson County Community Health Center

Join our team and help support essential health services that strengthen Tennessee communities. We're looking for a customer-focused, detail-oriented team member committed to excellent service and efficient clinic operations.

What You'll Do

- Support county health departments in meeting CHS Strategic Plan goals
- Deliver high-quality customer service and promote a positive "YES" culture
- Improve workflow by reviewing productivity reports and identifying opportunities
- Register and update patient information accurately across multiple systems
- Assist with TennCare Presumptive Eligibility applications
- Provide Vital Records services (birth and death certificates)
- Complete patient checkout processes, maintain secure cash handling, and correct errors promptly
- Scan and index documents, schedule appointments, and support release-of-information processes
- Participate in team meetings, mandatory trainings, and onboarding activities
- Contribute to a supportive, dependable, solutions-oriented work environment

Key Competencies

- Collaboration and teamwork
- Timely, responsible decision-making
- Honesty, reliability, and integrity

Required Qualifications

- High school diploma or equivalent
- Two years of full-time customer service and/or clerical/office experience

Experience Substitutions

- Related customer service/clerical experience may substitute for education year-for-year
- Accredited college coursework may substitute for up to two years of experience (45 quarter hours = one year)

*The State of Tennessee is an Equal Opportunity Employer.