Public Health
Prevent. Promote. Protect.
Macon County Health Department
Decatur, Illinois

Macon County Health Department Job Opening

Starting Point Clerical Support
Macon County Health Department | Decatur, Illinois
Full-Time | 35 Hours per Week | $17.53 per Hour

Work Location: In person

Job Description:

The Starting Point Clerical Support position serves as a welcoming first point of contact for older adults, caregivers, and community members seeking services through the Starting Point Division. This position provides essential administrative and customer service support to help individuals access community-based programs and assists Care Coordinators with timely, accurate coordination of services.

What You'll Do

- Welcome visitors and provide courteous, professional assistance at the Starting Point reception area.
- Answer incoming calls, explain available programs and services, route inquiries, and take accurate messages.
- Conduct intake interviews, coordinate referrals, and assist with scheduling and communication for community-based services.
- Enter and maintain accurate client information in electronic databases and confidential records.
- Prepare program packets, correspondence, and other materials for clients and Care Coordinators.
- Monitor departmental email and fax communications and help ensure timely follow-up.
- Support file management, office supply ordering, and routine administrative operations.
- Collaborate with Care Coordinators and other Starting Point staff to help clients receive timely assistance.

Qualifications Required

- High school diploma or GED and at least two (2) years of office or administrative experience.
- Strong communication, telephone, organizational, multitasking, and customer service skills.
- Basic computer proficiency, including Microsoft Office, and ability to maintain accurate records.
- Ability to protect confidential information, work independently, and manage competing priorities.
- Compassionate, professional approach when working with older adults and diverse community members.
- Valid Illinois Driver's License, dependable vehicle, and appropriate automobile insurance.
- Ability to bend, squat, and lift up to 25 pounds.
- Successful completion of required alcohol/drug screening, criminal background check, and motor vehicle record check.

Preferred Qualifications

- Experience working with older adults or in human services programs.
- Prior receptionist or healthcare office experience.
- Typing speed of approximately 40 words per minute.

Why Join the Macon County Health Department?
At the Macon County Health Department, we are committed to improving the health of our community while supporting our employees with an outstanding work-life balance and excellent benefits.

Benefits Include:

- 35-hour work week
- 12–14 paid holidays each year
- Paid vacation and sick leave
- Paid parental leave
- Blue Cross Blue Shield health and dental insurance
- EyeMed vision insurance
- Illinois Municipal Retirement Fund with employer contribution
- Employee Assistance Program
- Employee discounts
- Professional development opportunities

Why This Position Matters

Every call answered, intake completed, and referral processed helps older adults and caregivers connect with resources that support their health, safety, and independence. This role is an important part of delivering compassionate, responsive public service to the Macon County community.

Apply Today:

Submit your completed application and resume to:
Human Resources
Macon County Health Department
1221 E. Condit Street
Decatur, IL 62521
Email: HR@maconchd.org

Applications are available at Macon County Health Department

The Macon County Health Department is an Equal Opportunity Employer and Drug Free Workplace.