



Winnebago County
The Wave of the Future

JOB POSTING

POSITION TITLE: Administrative Associate III

LOCATION: Human Services – Oshkosh

HIRING RANGE: \$19.24 - \$21.38/Hr.

STATUS: Full Time

HOURS PER WEEK: 37.5

WORK HOURS: 8:00 AM – 4:30 PM

APPLICATION DEADLINE: Ongoing

Current Winnebago County employees interested in applying for this position will need to complete the Winnebago County Application for [Departmental Transfer/Position Change](#) form. Other parties interested in applying for this position will need to complete the [Winnebago County Application for Employment](#).

WINNEBAGO COUNTY POSITION DESCRIPTION February 2024

POSITION TITLE: Administrative Associate III

DEPARTMENT: Human Services – Administrative Services

PAY BASIS: Hourly

PURPOSE AND SUMMARY:

Provides reception coverage, typing, transcription and other clerical support for all areas of the Human Services Department.

ESSENTIAL FUNCTIONS:

1. Functions as receptionist to assigned division, answers phone, greets clients and schedules appointments. Routes calls and visitors to appropriate divisions or teams. Updates and maintains client demographics in customer database(s) as needed.

2. Transcribes all dictated materials and information through cellular and internal phone systems as well as recorded interviews. Types using software such as word processing, internal consumer data base, online programs, and email. Information to be transcribed may include contact and meeting notes, transcripts, voicemails, text messages, phone conversations, assessments, and other materials.
3. Provides administrative support to all Human Services staff by handling a variety of highly confidential and sensitive materials; developing, updating, and maintaining fillable forms; preparing spreadsheets and various types of correspondence; and other clerical tasks.

ADDITIONAL ESSENTIAL DUTIES:

1. Produces high quality work in a prompt and efficient manner.
2. Ensures confidentiality of all client related information.
3. Develops close, professional working relationship with Human Services staff. Verifies needs of internal customers in a clear and concise manner.
4. Returns voicemail calls. Cancels and reschedules appointments for staff who are out.
5. Addresses and resolves conflict and manages stress in a professional manner, including actively engaging in professional and personal activities which help mitigate the impact of secondary traumatic stress.
6. Performs other related duties as may be assigned.

WORK RELATIONSHIPS:

1. Reports to Office Supervisor.
2. Works regularly with all Winnebago County Human Services Division Managers, Supervisors and staff.

REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:

1. High school diploma required.
2. Minimum of 2 years' experience working with the public, administrative duties, or customer service preferred; or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Self-starter who demonstrates the ability to problem solve, organize, and prioritize workload and work collaboratively with other transcription staff.
2. Ability to maintain a high degree of confidentiality regarding consumer records
3. Ability to type accurately at a minimum speed of 45 wpm.
4. Good knowledge of business English, medical and legal terminology, spelling, punctuation, and sentence structure.
5. Ability to establish and maintain productive and cohesive working relationships with fellow employees and supervisors.
6. Strong written and verbal communication and listening skills required.
7. Possess extensive computer knowledge to include, Microsoft Office Outlook, Word, Excel, and PowerPoint. The ability to learn new software, problem solve issues and teach other staff.

8. Ability to communicate effectively and pleasantly with internal/external customers, both in person and on the phone.
9. Ability to operate various office equipment such as imaging equipment, copying machines and fax machines.
10. Ability to act calmly in emergency situations and under pressure, while able to effectively address and resolve conflict and to manage stress in a professional manner.
11. Knowledge and understanding in Trauma Informed Care principles and practices and a strong commitment to fostering a positive, healthy work culture.

PHYSICAL REQUIREMENTS:

1. Ability to perform most work from a sedentary position.
2. Ability to function in situations encountered in a normal office setting.
3. Ability to use standard office equipment including telephone, computer, printer, photocopier, and scanner.
4. Ability to travel to other County departments and locations.