



Winnebago County
The Wave of the Future

JOB POSTING

POSITION TITLE: Administrative Associate IV

LOCATION: Oshkosh DHS
220 Washington Ave
Oshkosh, WI 54901

HIRING RANGE: \$22.26 - \$24.74/Hr.

STATUS: Full time

HOURS PER WEEK: 37.5

WORK HOURS: 8 am – 4:30 pm

APPLICATION DEADLINE: Recruitment will be ongoing

Current Winnebago County employees interested in applying for this position will need to complete the Winnebago County Application for [Internal Department Transfer Form](#). Other parties interested in applying for this position will need to complete the [Winnebago County Application for Employment](#).

WINNEBAGO COUNTY POSITION DESCRIPTION

January 2024

POSITION TITLE: Administrative Associate – Human Services

DEPARTMENT: Human Services – Administrative Services

PAY BASIS: Hourly

PURPOSE AND SUMMARY:

Provides confidential and complex administrative support services to department management and supervisory staff inclusive of a wide array of computer-based responsibilities.

ESSENTIAL FUNCTIONS:

1. Facilitates needs and requests as required by changes in environment, services, and personnel and acts as a point of contact with other departments including human resources, facilities management, and information systems. Serves as gatekeeper for

communication from the public via phone calls and e-mail and generating Purchase of Service Contracts with providers and state contracts, as assigned.

2. Coordinates staff training, including procuring presenters, making venue and attendee reservations, maintaining essential staff training attendance records, coordinating various employee work groups, and recording minutes of the multiple mandated board, committee, and workgroup meetings while maintaining documents, contracts and records in up-to-date files.
3. Coordinates with division teams to meet immediate consumer and employee needs obtaining documents via various purchase methods, responsibility for maintenance and reconciliation of agency credit cards, petty cash, transportation and gift cards. Provides office support and reception functions for a variety related tasks and varied computer operations.

ADDITIONAL ESSENTIAL DUTIES:

1. Prepares, or backs up, contracts, agreements, addendums and grants with outside service providers via communication with division managers, facilitating the routing process through multiple contacts to ensure approval, signature, insurance needs and licensing requirements are met on a timely basis.
2. Serves as point of contact for all audio, video, intranet, shared drive, website, and social media-related needs, working through supervisors, managers and Information Services department.
3. Publishes, edits, and distributes, or backs up, Human Services budget and Public Hearing documents to be used as tools through the annual county budget process.
4. Handles the mail services within Human Services, inter-department, and incoming and outgoing mail, if assigned.
5. With Human Resources, assists employees with identifying and obtaining ergonomic equipment needs, or back up, if assigned.
6. Publishes, edits, and distributes the Human Services employee newsletter, if assigned.
7. Performs a wide variety of administrative duties related to the department's consumer-based reporting systems; maintains employee-specific mandated and elective training databases, the employee specific General Ledger chart of accounts, tables of organization, and employee telephone lists, if assigned.
8. Enters data and prepares confidential and other general reports as requested, including statistical analysis and performance/outcome-based data utilizing electronic and query applications.
9. Provides a professional level of customer service to internal departmental staff and externally to consumers of service.
10. 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.
11. Responsible for office supply and furniture ordering, vouchers, journal entries, requisitions in coordination with Finance Department. Gathers documentation and completes summary reports for Finance in the County financial software.
12. Prioritizes Clerical Support Workers' work and projects.
13. Processes Notary Public applications and renewals, as assigned.
14. Performs other related duties as may be assigned.
15. Types all correspondence accurately and efficiently and completes it in a timely fashion within established guidelines.

16. Provides back-up coverage for designated support staff in their absence.
17. Ability to effectively communicate with and interview consumers on the phone or in person.

WORK RELATIONSHIPS:

1. Reports to Deputy Director of Human Services.
2. Works regularly with Winnebago County Human Services management and employees, service providers, other county departments (primarily Facilities, Human Resources, and Information Services), and community vendors of both services and products.

REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:

1. High School diploma.
2. An Associate's degree in Administrative Management or a related field with some related work experience, or a minimum of 4 years of related work experience in a Human Services-related or other complex office environment and training which provides the required knowledge, skills and abilities.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Thorough knowledge of business English, spelling, punctuation and sentence structures, including office, legal and other technical terminologies.
2. Good working knowledge of a number of computer software packages to include Microsoft Word, Excel, and PowerPoint. Ability to work with various databases and learn quickly using a variety of computer applications as tools to perform job.
3. Ability to type accurately at a minimum speed of 40 words per minute.
4. Ability to handle money and work accurately with figures, charts, and files.
5. Strong written and verbal communication skills including listening skills.
6. Ability to establish and maintain effective working relationships, ability to act calmly in emergency situations and under pressure while able to effectively address and resolve conflict, managing stress in a professional manner.
7. Strong organization and prioritization skills required with demonstrated ability to work independently with minimal supervision, while maintaining flexibility to accommodate immediate requests, meeting deadlines, amidst frequent interruptions.
8. Ability to communicate effectively and pleasantly with internal/external customers, both in person and on the phone.
9. 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.
10. Knowledge and /or 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