



Winnebago County

The Wave of the Future

JOB POSTING

POSITION TITLE: Administrative Associate I

LOCATION: Human Services-Neenah office

HIRING RANGE: \$15.83 - \$17.46/Hr.

STATUS: Full time

HOURS PER WEEK: 37.5

WORK HOURS: 8:00 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 [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

September 2017

POSITION TITLE: Administrative Associate I

DEPARTMENT: Human Services – Administrative Services

PAY BASIS: Hourly

PURPOSE AND SUMMARY:

Performs general reception and clerical services and acts as backup to other clerical staff. Provides front desk coverage and clerical support to Economic Support, Child Welfare and/or Behavioral Health consumers, co-workers, and professional staff.

ESSENTIAL FUNCTIONS:

1. Answers phones, greets clients and consumers, schedules conference rooms, and may schedule consumers. Routes calls and visitors to appropriate divisions or teams. Maintains organized reception area.
2. Handles imaging of confidential material, collateral information, and legal documents in client electronic and paper charts for Economic Support, Child Welfare, Long Term Support. May provide backup support for imaging of Behavioral Health.
3. Provides administrative support to Economic Support, Child Welfare or Behavioral Health. If assigned is responsible for the coordination of the storage and imaging of all

paper files in Neenah and Oshkosh. If assigned is responsible for ordering office supplies and sending maintenance requests in Neenah.

ADDITIONAL ESSENTIAL DUTIES:

1. Handles imaging of client documents.
2. If assigned, opens and closes Neenah office daily to include among other duties unlocking and locking all cabinets and closets. Returns calls on voicemail and empties drop box.
3. Provides after hours coverage in Neenah office. May provide backup coverage in Oshkosh.
4. If assigned, distributes incoming and outgoing mail and coordination of homeless mail.
5. If assigned, handles all maintenance requests for the Neenah office, notification of building personnel during outages, and weather alerts.
6. If assigned, distributes gas cards to clients at the request of Child Welfare or Behavioral Health staff in Neenah.
7. If assigned, works with client workers.
8. If assigned, backs up Economic Support Screener, which may include: assigning applications, scheduling appointments, issuing vault cards and verifying financials information for housing authority.
9. If assigned handles all Child Welfare, Long Term Support client paper file request for Human Services personnel in both Oshkosh and Neenah. Maintain closed client records room, ensuring correct filing and confidentiality of all records. Properly disposes of client files after age of required retention. Coordinates the storage and imaging of all paper files.
10. If assigned will perform financial reviews with Behavioral Health clients and update their insurance information.
11. If assigned, will assist with cash logging responsibilities as well as other back-up duties when needed.
12. If assigned, responsible for ordering office supplies and for requesting maintenance of any office equipment on the first floor in Neenah.
13. If assigned coordinates vans and associated credit cards in Neenah Office with Oshkosh front desk staff and Support Supervisor.
14. 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.
15. 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. Work experience in an office setting is preferred.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Ability to organize and prioritize workload and work area.
2. Ability to maintain a high degree of confidentiality regarding consumer information.
3. Ability to establish and maintain productive and cohesive working relationships with fellow employees.
4. Strong written and verbal communication skills including listening skills.

5. Computer skills including facility with Microsoft Office applications and ability to learn new software.
6. Ability to file and image information accurately and timely.
7. Ability to type accurately at a minimum speed of 35 wpm preferred.
8. 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.
9. 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.