



Winnebago County
The Wave of the Future

JOB POSTING

POSITION TITLE: Administrative Associate I

LOCATION: Neenah Human Services – Economic Support Services

HIRING RANGE: \$17.29 - \$19.21/Hr.

STATUS: Full Time

HOURS PER WEEK: 40

WORK HOURS: 8 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 September 2017

POSITION TITLE: Administrative Associate I

DEPARTMENT: Human Services – Economic Support Services

PAY BASIS: Hourly

PURPOSE AND SUMMARY:

Handles all incoming requests from applicants for Medicaid, Badger Care, Food Share, Child Care Assistance, and other Economic Support programs presented in person, via computer, by mail, or phone, and assigns these applications to Economic Support Specialists for processing or schedules them for appointments.

ESSENTIAL FUNCTIONS:

1. Handles CARES Worker Web inbox requests for assistance daily as well as any walk-in, telephone, or mail requests. Assigns applications out to Economic Support Specialists for processing and keeps track of processing timeframes

2. Schedules appointments, answers questions, interprets program rules, and distributes appropriate application forms and documents to applicants.
3. Performs reception duties as needed, including scanning client paperwork to electronic case files.

ADDITIONAL ESSENTIAL DUTIES:

1. Communicates with Economic Support Specialists, other staff, and customers to provide wrap-around service.
2. Develops and maintains form resources.
3. Manages supplies resources for building staff.
4. Backs up other support staff as needed.
5. Ensures that confidentiality regarding clients and office business is maintained at all times.
6. Ensures that clients are assisted promptly and courteously and provided or referred for needed services.
7. Assists Lead Workers, Supervisors, and Economic Support staff with various tasks as necessary.
8. Collects outgoing mail and distributes incoming interoffice mail from Human Services.
9. Performs other related duties as may be assigned.

WORK RELATIONSHIPS:

1. Reports to Economic Support Supervisor.
2. Works regularly with Winnebago County Human Services employees, including partnering with Administrative Division Administrative Associates; and with Economic Support consumers throughout the East Central consortium area.

REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:

1. High school graduate or GED, with some experience in public contact, data entry, computer software use, typing and clerical work, or any equivalent combination of training and experience which provides the required knowledge, skills, and abilities.
2. Must have the capacity to freely move in the community such as through possession of valid driver's license or other means, including access to a vehicle.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Working knowledge of office terminology, practices, procedures and equipment.
2. Knowledge of agency structure, programs, policies and procedures and community resources and social conditions.
3. Ability to work with computer programs including familiarity with Microsoft Office applications and ability to learn and use software.
4. Ability to type accurately at a minimum of 30 words per minute.
5. Ability to establish and maintain effective working relationships with co-workers, clients and the general public.

6. Ability to gather, organize, disseminate and report information accurately and completely.
7. Knowledge of business English, spelling, grammar and arithmetic.
8. Ability to work with minimal supervision.
9. Working knowledge and understanding of Trauma Informed Care preferred.

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.