



Winnebago County

The Wave of the Future

JOB POSTING

POSITION TITLE: Administrative Associate II

LOCATION: Child Support

HIRING RANGE: \$18.32-\$20.36/Hr.

STATUS: Full time

HOURS PER WEEK: 40

WORK HOURS: 7:45 am – 4:45 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 May 2023

POSITION TITLE: Administrative Associate II

DEPARTMENT: Child Support

PAY BASIS: Hourly

PURPOSE AND SUMMARY:

Review and gather necessary information of all incoming referrals by locating participants, verifying incoming parental information, maintaining client files, and ensuring all information is correct, appropriate, and up to date before proceeding. Provides excellent customer services by assisting all clients with courtesy and maintaining open communication and understanding at all times. Serves as a main backup to various other clerical functions in the department.

ESSENTIAL FUNCTIONS:

1. Investigates all incoming case referrals for accuracy, verifying all reported information as reported to the Child Support Agency. Appropriately determines what action needs to be taken on the referral and refers cases onto the Child Support Specialists, or closes accordingly.
2. Maintains all case files, including creating new files, typing labels, and ensuring all appropriate and accurate information is included and up to date in each case file.

3. Performs back-up duties in such a way as to ensure smooth work flow with minimal backlogs.

ADDITIONAL ESSENTIAL DUTIES:

1. Provides excellent customer service by ensuring that all clients are treated courteously and efficiently whether internal or external. This includes clients both over the phone and in person.
2. Handles the processing of incoming and outgoing mail.
3. Handles the constant flow of paperwork for our cases daily. This may be done via imaging or filing.
4. Performs other related duties as may be assigned.

WORK RELATIONSHIPS:

1. Reports to Child Support Office Supervisor.
2. Works directly with: co-workers of the child support department, other County employees, and the public on a daily basis.

REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:

1. High school graduate or equivalent.
2. One year or more experience in a clerical or administrative role, preferably including public contact.
3. Ability to obtain and maintain access to Federal Tax Information (FTI).

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Knowledge of multi-line telephone, calculators, copy machines, computer terminals, typewriters, fax machines, 10-key and other office equipment.
2. Ability to maintain confidentiality while exercising sound judgment to prioritize, plan and organize the work schedule to meet mandated deadlines.
3. Ability to file information properly and consistently.
4. Strong written and verbal communication skills including listening skills.
5. Ability to deal effectively and cordially with general public.
6. Computer skills including facility with Microsoft Office applications and ability to learn and use KIDS software.

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 walk, stoop, climb, bend, stretch, push, pull and lift up to 20 pounds, understanding and utilizing proper body mechanics.