



Winnebago County
The Wave of the Future

JOB POSTING

POSITION TITLE: Administrative Associate II

LOCATION: Human Services – Administrative Services

HIRING RANGE: \$18.69 - \$20.77/Hr.

STATUS: Full Time

HOURS PER WEEK: 40

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 2022*

POSITION TITLE: Administrative Associate II – Diversion

DEPARTMENT: Human Services – Administrative Services

PAY BASIS: Hourly

PURPOSE AND SUMMARY:

Performs general reception and clerical services including collecting consumer demographic/economic information. Provides front desk coverage and clerical support to Behavioral Health Division.

ESSENTIAL FUNCTIONS:

1. Answers phone, greets consumers, schedules appointments, ensures completion of intake paperwork with new consumers. Routes calls and visitors to appropriate teams. Maintains organized reception area.
2. Handles imaging of confidential material, collateral information, and legal documents in client electronic and paper charts for Behavioral Health.
3. Provides administrative financial support by collecting consumer economic information and answering consumer questions regarding payment and/or insurance billing information. Orders office supplies and sends maintenance requests in Orrin King building for behavioral health program areas.

ADDITIONAL ESSENTIAL DUTIES:

1. Handles imaging of client documents.
2. If assigned, opens and closes office areas daily to include, among other duties, unlocking and locking all cabinets and closets. Returns calls on voicemail and empties drop box.
3. If assigned, distributes incoming and outgoing mail.
4. If assigned, handles all maintenance requests for the Orrin King building behavioral health program areas.
5. If assigned, distributes gas cards to clients at the request of Behavioral Health staff.
6. If assigned, backs up other administrative and bookkeeping tasks.
7. 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.
8. If assigned will perform financial reviews with Behavioral Health clients and update their insurance information, calculate client's ability to pay and enter information into department's automated system.
9. If assigned, will assist with cash logging responsibilities as well as other back-up duties when needed.
10. If assigned, responsible for ordering office supplies and for requesting maintenance of any office equipment.
11. 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.
12. Performs other related duties as may be assigned.

WORK RELATIONSHIPS:

1. Reports to Clinical Diversion Supervisor.
2. Works regularly with Human Services Department employees and community partners.

REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:

1. High School Diploma.
2. Work experience in an office setting is preferred.
3. Working knowledge of office procedures, practices, and equipment gained through some practical experience.
4. Typing test and Excel test will be given to candidates to rank skill level.

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.