



Winnebago County
The Wave of the Future

JOB POSTING

POSITION TITLE: Administrative Associate III – Office Systems & Support Team

LOCATION: Human Services – Administrative Services
Oshkosh

HIRING RANGE: \$19.62 - \$21.81

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 2025*

POSITION TITLE: Administrative Associate III – Office Systems & Support Team

DEPARTMENT: Human Services – Administrative Services

PAY BASIS: Hourly

PURPOSE AND SUMMARY:

Provides administrative support to professional staff and consumers and serves as front desk reception.

ESSENTIAL FUNCTIONS:

1. Provides administrative support using variety of processes, which often entail handling confidential information, including routing, documenting and imaging lab results; running and reviewing reports from internal databases; making necessary contact notes, sending

letters; updating systems; coordinating monthly chart reviews; and distributing mail and faxes.

2. Handles imaging of confidential material, collateral information, and legal documents in client electronic charts for Behavioral Health Division and as back up for Long Term Support Division. May be responsible for client financial reviews.
3. Functions as receptionist, answers phone, greets clients and consumers, and schedules appointments and conference rooms. Routes calls and visitors to appropriate divisions or teams. Updates and maintains client demographics in internal customer database as needed.

ADDITIONAL ESSENTIAL DUTIES:

1. Performs imaging of client documents.
2. Receives lab results, routes results to medical staff, and documents and images in internal database system.
3. Coordinates monthly clinical chart review for therapists, case managers and family support team.
4. Runs various internal database reports to include medication consent reports, No Contact Log, enrollment report and acorn registration report. Makes necessary updates to internal databases, and research incorrect information.
5. Updates forms and send out monthly mailings.
6. Collects and receipts payments. Prepares and deposits funds and reconciles cash box.
7. Returns calls on voicemail. Cancels and reschedules appointments for staff who are out. Updates daily notes.
8. If assigned, administers new consumer and annual review financial means tests on a primary and/or back-up basis as needed.
9. Types correspondence and other confidential material, as requested by professional staff.
10. Orders office supplies and is responsible 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 Office Supervisor.
2. Works regularly with Winnebago County Human Services employees, AODA/OWI, Behavioral Health Manager, supervisors, and staff.

REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:

1. High school diploma required.
2. A minimum of 2 years of work experience in administrative functions which include public contact; or
3. An associates' degree in a related clerical field in combination with some experience and working knowledge of office procedures, which provides the required knowledge, skills and abilities for the position.

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, and Excel. Ability to work with databases and learn quickly using a variety of computer applications as tools to perform job.
3. Ability to operate various office machines and equipment.
4. Ability to communicate effectively and pleasantly with internal/external customers, both in person and on the phone.
5. Ability to understand and follow complex oral and written instructions.
6. Strong organization and prioritization skills required with demonstrated ability to work independently with minimal supervision. Maintain flexibility to accommodate requests on short notice, to conform to and meet deadlines, amidst frequent interruptions.
7. Ability to establish and maintain effective working relationships. Maintain positive behaviors toward coworkers, teams, agency's consumers, their families, general public, and collateral agencies, with a focus on excellence in customer service.
8. Ability to handle money and work accurately with figures.
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.
11. Access to a motor vehicle and commitment to meet and maintain the County's automobile insurance requirements.

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.