



Winnebago County
The Wave of the Future

JOB POSTING

POSITION TITLE: Administrative Associate III - Support Specialist Team

LOCATION: Human Services - Neenah Office and Shelter Care (Oshkosh)

HIRING RANGE: \$19.24-\$21.38/Hr.

STATUS: Full time

HOURS PER WEEK: 37.5

WORK HOURS: 8:00 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 *November 2021*

POSITION TITLE: Administrative Associate III – Support Specialist Team

DEPARTMENT: Human Services – Child Welfare

PAY BASIS: Hourly

PURPOSE AND SUMMARY:

Provides an elevated level of office support functions to professional staff and consumers in the Oshkosh and Neenah Human Services offices.

ESSENTIAL FUNCTIONS:

1. Provides office support functions for a variety of computer operations which included filling in forms and data entry into client tracking systems and in the creation of service intakes, cases, case maintenance, report formatting, and may perform “person merges.” Searches for old records utilizing appropriate methods.

2. Files and scans various documentation regularly and as assigned. Uses electronic scanning and imaging equipment to maintain consumer files in electronic format. Makes copies of records, makes photo CD's, and prints photos for staff. May monitor as files are viewed by non-employees, and makes appropriate copies.
3. Acts as area receptionist. Cancels appointments for staff when they are ill or in an emergency situation. Checks and documents phone messages of staff as needed; maintains sign-outs for staff; distributes mail daily to staff. Processes and distributes client incoming and outgoing correspondence and authorization forms, which includes scanning confidential material and legal documents in client files, faxing, and mailing. Provides in person and phone assistance to external customers.

ADDITIONAL ESSENTIAL DUTIES:

1. Types all correspondence accurately and efficiently, and completes it in a timely fashion within established guidelines.
2. Handles office supply orders, assists team staff members concerning general and client specific computer operations, office equipment, procedures, imaging, filing, projects as assigned, and provides copier and printer maintenance assistance.
3. Assists as directed to provide an elevated level of support to professional staff and consumers.
4. Tracks clients' various Human Services contacts; sends findings to appropriate staff. May report to workers and record on calendar consumer drug testing calls.
5. Perform background checks and may request police reports from various law enforcement agencies throughout Wisconsin and the country. May conduct Initial or Annual Financial Interviews, preparing all necessary forms, obtaining client signatures and forwarding paperwork to billing department, as well as update when a client has a change in financial/insurance status.
6. Collects all team expense vouchers and delivers them to the appropriate financial staff within the designated time frame. Collects all in-service training requests, and requests payment advances as needed. Prepares the monthly training log, may dispense gas and bus transportation, and distributes to the appropriate staff within the designated time frame. Collects checks and cash that come through the mail and logs into receipting system. Performs other mail room duties.
7. Provides field assistance to staff in emergencies, or as assigned.
8. Performs Notary Public duties.
9. Provides back-up coverage for designated support staff in their absence.
10. 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.
11. Ability to effectively communicate with and interview consumers on the phone or in person.
12. Performs other related duties as may be assigned.

WORK RELATIONSHIPS:

4. Reports to Program Supervisor.
2. Works regularly with Winnebago County Human Services employees, Child Welfare, ADRC and LTS supervisors and staff, service providers, and employees on the Administrative Division team.

REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:

1. High School diploma.
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. Type accurately 45 wpm, preferred.
3. Possesses 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.
4. Ability to file information properly and consistently.
5. Ability to operate various office machines and equipment.
6. Ability to communicate effectively and pleasantly with internal/external customers, both in person and on the phone.
7. Ability to understand and follow complex oral and written instructions.
8. 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.
9. 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.
10. Ability to handle money and work accurately with figures.
11. 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.
12. Knowledge and /or understanding in Trauma Informed Care principles and practices, and a strong commitment to fostering a positive, healthy work culture.
13. 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, frequently using standard office equipment including telephone, computer, printer, photocopier, and scanner.
3. Ability to lift thick file folders (3" to 4") weighing 10 pounds from file cabinet and file shelves.
4. Ability to freely move in the community and travel to other County departments and locations.