



Winnebago County

*The Wave of the Future*

## JOB POSTING

**POSITION TITLE:** Administrative Associate III

**LOCATION:** Public Health

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

**STATUS:** Full time

**HOURS PER WEEK:** 40

**WORK HOURS:** 8:00 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 [Departmental Transfer/Position Change](#) form. Other parties interested in applying for this position will need to complete the [Winnebago County Application for Employment](#).

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## WINNEBAGO COUNTY POSITION DESCRIPTION

*December 2023*

**POSITION TITLE:** Administrative Associate III

**DEPARTMENT:** Public Health

**PAY BASIS:** Hourly

### **PURPOSE AND SUMMARY:**

Provides administrative, programmatic, and technical support functions to public health staff and the public, ensuring that confidentiality regarding clients and other business is always maintained, work is completed efficiently and timely, individuals are assisted promptly and courteously, and workload flows efficiently with fellow support staff members.

### **ESSENTIAL FUNCTIONS:**

1. Functions as the public health receptionist answering phones, conducting email communication, assisting with the needs of the public, scheduling appointments, routing public requests to the appropriate services, and providing customer service to the public.
2. Provides public health staff general administrative, clerical, and technical support services for all public health programs and public health clinics and responds to requests for program support from public health staff.

3. Maintains and/or assists in maintaining various public health databases, ensuring confidentiality, such as but not limited to the department's employee records, technology inventory, immunization records and others.

#### **ADDITIONAL ESSENTIAL DUTIES:**

1. Assist with general office duties such as receipt of monies from clients, credit card transactions, and reviewing employee timecards for accuracy.
2. Data entry in specific public health databases and handling confidential patient health information and document processing in client electronic charts.
3. Assists with scheduling of onsite, offsite, and teleconferencing meetings, note taking of meeting agendas and minutes when necessary and general scheduling and meeting support.
4. Coordinate registration of public health supported classes held for the public, including collection of fees, receipting, and keeping records of expenses. May have to travel to other locations within the county.
5. Assist with duties related to staff onboarding including processing necessary hiring and separation documents.
6. File and purge records per record retention policies.
7. Conduct inventory of office, program, and medical supplies and orders supplies as needed.
8. Assist Environmental Health division with data entry and reporting, customer service for Radon sales/receipts as well as yearly licensing renewals.
9. Coordinate maintenance of public health vehicles for safe and sustainable use including scheduling routine and emergency maintenance with the County Highway Department. Equips vehicles with necessary safety materials (jumper cables, county emergency phone numbers, phone charges, ice scrapers, road maps etc.)
10. Maintain department bulletin boards and other public informational materials including list of community resources for the public and maintain greeting areas and equipment.
11. Provide cross coverage for other administrative associates in the department.
12. Report to work as called upon 24/7 in a public health crisis or emergency and perform public health emergency response duties as assigned and consistent with training provided.
13. Adhere to Occupational Safety and Health Administration standards, such as those concerning exposure to blood borne pathogens, toxic substances, airborne pathogens or exposure to other hazards during routine assignments or assignments during public health crisis or emergency.
14. Performs other related duties as may be assigned.

#### **WORK RELATIONSHIPS:**

1. Reports to Public Health Supervisor – Administration Division.
2. Receives assignment through all public health staff, supervisors, and the Department Head.
3. Works collaboratively with all staff, community partners, and the public.

#### **REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:**

1. High School diploma or equivalency.
2. A minimum of two years in relevant administrative experience which includes public contact; or
3. An associate's degree in a related clerical/administrative field in combination with some experience and working knowledge of office procedures, which provides the required knowledge, skills and abilities for the position is preferred.
4. Valid Wisconsin Driver's License.

5. Access to a motor vehicle and commitment to meet and maintain the County's automobile insurance requirements.

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

1. Ability to maintain a calm, respectful and professional demeanor when working with public health clients and department staff.
2. Ability to provide outstanding customer service with internal and external customers
3. Ability to communicate effectively orally and in writing.
4. Ability to successfully work with diverse populations and demonstrate cultural humility.
5. Ability to establish and maintain effective working relationships with employees, community leaders, public, other county departments, agencies and state officials and work with persons with varying levels of education, understanding, and values.
6. Working knowledge of Microsoft Office Suite, Google Suite, and teleconferencing platforms. Demonstrates ability and willingness to learn and competently implement new applications, conduct internet-based research, and other office technological platforms.
7. Knowledge in utilizing teleconference communication programs such as Zoom or Teams.
8. Ability to apply time-management skills, exercise independent judgment, and prioritize workload.
9. Ability to organize work and work productively with indirect supervision in a highly visible public sector.
10. Ability to adapt to changing programming, flexible scheduling and workplace priorities.
11. General knowledge of office terminology, practices, procedures, and equipment.
12. Ability to maintain confidentiality, receive and provide information without judgment or prejudice, and be highly accountable with personal information.
13. Ability to file information properly and consistently and enter data into specialized computer programs.
14. Ability to receive initial screening information and document accurately and efficiently.
15. Ability to prepare various office correspondences efficiently.
16. Ability to link clients to needed public health service needs.
17. Ability to work with members of the public who exhibit challenging, atypical or hostile behaviors or communication.

### **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.
5. Ability to work in adverse weather conditions, and uncomfortable indoor environments during a public health crisis or emergency. Work performed in the community is sometimes subject to conditions that range from inclement weather to dangerous conditions such as ice/snow, cold, heat, noise, wetness/humidity, vibration, sudden temperature changes, and poor illumination at the job site or due to travel on the job. Travel to and from field locations may subject worker to increased risk of driving hazards. Community locations may subject worker to communicable diseases, insects and other disease vectors, toxins, hazardous materials, chemicals and animals.
6. Ability to effectively communicate with others effectively in person and over the phone.
7. Visual ability must be sufficient to read typewritten documents, computer screen and drive a car.