



Winnebago County

The Wave of the Future

JOB POSTING

POSITION TITLE: Administrative Associate III

LOCATION: Human Services-Oshkosh

HIRING RANGE: \$18.86-\$20.96/Hr.

STATUS: Full time

HOURS PER WEEK: 37.5

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](#).

WINNEBAGO COUNTY POSITION DESCRIPTION *September 2022*

POSITION TITLE: Administrative Associate III

DEPARTMENT: Human Services – Long Term Support

PAY BASIS: Hourly

PURPOSE AND SUMMARY:

To provide the public, especially adults who are elderly or have a disability, with access to information and assistance to a wide range of community resources. The Aging and Disability Resource Center (ADRC) is a fast-paced environment, providing a comprehensive, common access point for people in need of long-term care information and supports.

ESSENTIAL FUNCTIONS:

1. Provides in person and phone assistance to external customers. Refers callers to other resources when appropriate. Contacts ADRC Specialists regarding calls and documents calls.
2. Process referrals, dis-enrollments and transfers for Family Care, IRIS and Long-Term Support (LTS) programs. This includes office support functions for a variety of computer operations which included filling in forms and data entry into multiple client tracking systems and in the creation of service intakes, file maintenance and report formatting.

3. Acts as area receptionist. Helps connect referrals to the appropriate resources or a person who can assist them. Cancels appointments for staff when they are ill or in an emergency situation. Checks and documents phone messages of staff as needed. 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. Maintains and updates Resource Directory, via online database, spreadsheet and the printed version.
2. Handles in coming emails by corresponding with the public and sending referrals to supervisor.
3. Processes Annual Protective Placement Reviews, including communication with the Probate office to petition the court for continuation of the Protective Placement, entering customer information into the internal database, and correspondence with the guardians.
4. Collects all team expense vouchers and delivers them to the appropriate financial staff within the designated time frame.
5. Provides assistance when staff are out of the office, in emergencies, or as assigned.
6. Types all correspondence accurately and efficiently, and completes it in a timely fashion within established guidelines.
7. Assists as directed to provide an elevated level of support to professional staff and customers.
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:

1. Reports to Program Supervisor.
2. Works regularly with Winnebago County Human Services employees, ADRC and LTS supervisors and staff, service providers, and other community agencies.

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. Strong working knowledge of county and community resources to provide up to date information for those seeking help.
2. Possess thorough knowledge of the mission, operations, referral and confidentiality policies of the ADRC and Children's Waivers general knowledge of the LTS populations.
3. Thorough knowledge of business English, spelling, punctuation and sentence structures, including office, legal, and other technical terminologies.
4. 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.
5. Ability to file information properly and consistently.
 6. Ability to operate various office machines and equipment.
 7. Ability to communicate effectively and pleasantly with internal/external customers, both in person and on the phone.
 8. Expertise in phone etiquette; excellent communication skills, including listening skills; knowledge and ability to connect callers to appropriate staff; ability to recognize and appropriately respond to people with special hearing, language or cognitive needs.
 9. Ability to recognize and appropriately respond to emergencies.
 10. Ability to understand and follow complex oral and written instructions.
 11. 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.
 12. 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.
 13. 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.
 14. Knowledge and /or understanding in Trauma Informed Care principles and practices, and a strong commitment to fostering a positive, healthy work culture.
 15. 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, and photocopier.
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.