



Winnebago County

The Wave of the Future

JOB POSTING

POSITION TITLE: Office Supervisor

LOCATION: Human Services

HIRING RANGE: \$64,290-\$71,433/Yr.

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](#).

WINNEBAGO COUNTY POSITION DESCRIPTION

April 2023

POSITION TITLE: Office Supervisor – Office Systems

DEPARTMENT: Human Services – Administrative Services

PAY BASIS: Salaried

PURPOSE AND SUMMARY:

Leads team which provides reception, imaging system, medical records, and client file management. Identifies, develops and implements necessary office procedures.

ESSENTIAL FUNCTIONS:

1. Oversight of department-wide imaging system to include new and ongoing processes, assuring accurate, timely consumer record filing and storage, and monitoring confidential records for compliance with Federal and State laws and HIPAA regulations. Assists with requests for release of confidential client records in accordance with applicable regulations.
2. Initiates and participates in the process improvement, system functions and organization of office work procedures and assignments within the Administrative Division, including addressing policy, procedures, training, and ongoing efficiency principles.

3. Organizes, distributes, and delegates work to subordinates fairly and impartially. Provides clear and appropriate direction to employees. Provides training and coaching to subordinates. Ensures that staff has the resources and flexibility to perform, improve, and learn in their jobs. Keeps open communication with subordinates, listens to them, and provides feedback. Positively motivates, mentors, and leads employees. Provides appropriate and timely performance evaluations for all subordinates.

ADDITIONAL ESSENTIAL DUTIES:

1. Actively promotes a positive, customer service based professional atmosphere for all internal and external customers.
2. Administrative support staff representative with all department divisions to determine the most efficient and cost-effective manner to provide quality services to the public and staff.
3. Actively manages aging medical records for all divisions of Human Services as applicable, including confidential purging of records, in accordance with record retention standards.
4. Oversees reporting of consumer demographic information in electronic based consumer tracking systems.
5. Maintains sequestered records and additional confidential records.
6. Develops and maintains job manuals for all tasks and otherwise ensures cross-training to provide effective back-up.
7. Ensures reception staff are well versed in responding to 'safety phone' response plans.
8. Merges necessary documents in data systems, when necessary.
9. Works closely with IT Department and Special Projects Coordinator on system access and problem-solving system issues for the electronic health record system and various other software and telephone systems.
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. Actively engages in Administrative Division problem solving, using both autonomous and team building skills.
12. Performs other related duties as may be assigned.

WORK RELATIONSHIPS:

1. Reports to Division Manager, Human Services Administration.
2. Supervises Administrative Associates I – IV, Paralegal, and Clerical Support Worker.
3. Works with Administrative Services management, all DHS supervisors and staff, Winnebago County Information Technology and Human Resources staff, as needed, and relevant State of Wisconsin staff.

REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:

1. Bachelor's degree from an accredited institution of higher learning, preferably in Health or Human Services Management, Business, or a related field.
2. Preferably, a minimum of three years' work experience performing customer service and office systems support.
3. Preferably, at least three years demonstrated supervisory duties.
4. Direct experience in this type of position totaling seven years may qualify as a substitute for the required education and specialized experience.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Demonstrated ability to display a high level of initiative and effort being proactive, self-motivated and results oriented, within a team environment.

2. Full working knowledge of pertinent agency, state and federal laws and regulations related to confidential social/human services case files, mental health, SUD and other HIPAA covered records and authorized release thereof to include automated electronic imaging/archiving systems and managed confidential record disposal systems.
3. Working knowledge of complex computer concepts to include consumer management and billing systems, and electronic imaging structured systems. Working knowledge of other personal computer tools and applications such as Word, Outlook, and Excel.
4. Ability to remain calm under pressure, flex schedule and problem solve with both employees and customers.
5. Strong written and verbal communication skills including listening skills.
6. Demonstrated project management skill.
7. Ability to organize, direct and manage work flow through various stages to completion.
8. Maintain complete confidentiality in accordance with confidential records regulations.
9. Knowledge and/or understanding in Trauma Informed Care principles and practices, and a strong commitment to fostering a positive, healthy work culture.
10. Possess excellent oral and written communication skills and a high degree of organizational skills necessary to expertly manage multiple and concurrent priorities.
11. Access to a motor vehicle and a commitment to meet and maintain the County 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 and troubleshoot standard office equipment including telephone, computer, printer, photocopier, and scanner.
4. Ability to travel to other County departments and locations.