



Winnebago County

The Wave of the Future

JOB POSTING

POSITION TITLE: Administrative Associate III

LOCATION: Human Services-Neenah

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: 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 *August 2023*

POSITION TITLE: Administrative Associate III – Office Systems & Confidential Records Team

DEPARTMENT: Human Services – Administrative Services

PAY BASIS: Hourly

PURPOSE AND SUMMARY:

Provides administrative support to professional staff and consumers and may serve as front desk reception or primary backup.

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. Coordinates all record requests for Behavioral Health, Long Term Support, and Child Welfare clients. May be responsible for client financial reviews.

3. Functions as receptionist when so assigned, answers phones, 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 researches incorrect information.
5. Updates forms and send out monthly mailings.
6. Collects and receipts money and forwards to bookkeeping when so assigned. 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 handles all records requests. Sends for information from outside agencies per authorization. Coordinates all requests for client records with all divisions in Human Services. Completes and routes request forms, verifies authorization is completed correctly, mails, faxes and emails all records and forwards invoice to finance per department procedures. Documents in electronic client file all internal and external requests.
9. If assigned, administers new consumer and annual review financial means tests on a primary and/or back-up basis as needed.
10. If assigned is responsible for vans and associated credit cards. Maintains list and works closely with supervisor on issues with vehicles. Verifies all information is up to date and that any issues staff have with vans are taken care of.
11. If assigned, maintains database for Nuance System so calls route correctly. Works directly with Supervisor and IT staff on how calls are routed in the Nuance system. Brings up issues and possible solutions.
12. Provides back up to front desk staff which includes opening or closing and after hours coverage.
13. Types correspondence and other confidential material, as requested by professional staff.
14. Orders office supplies and is responsible for requesting maintenance of any office equipment.
15. 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.
16. 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. Type accurately 35 wpm, preferred.
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.