



Winnebago County

The Wave of the Future

**JOB POSTING
PROJECT POSITION**

POSITION TITLE: Administrative Associate III

LOCATION: Human Services

HIRING RANGE: \$18.86/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 2023

POSITION TITLE: Administrative Associate III - Homeless Prevention Program
(PROJECT)

DEPARTMENT: Human Services – Long Term Support

PAY BASIS: Hourly

PURPOSE AND SUMMARY:

To provide the public with information and assistance to a wide range of community resources to prevent homelessness. To help support HELP Specialists and Supervisor by triaging calls and taking messages. To collect and analyze data. To provide a comprehensive, common access point for adults in need housing and financial resources. To provide follow up contacts with former customers.

ESSENTIAL FUNCTIONS:

1. Provides in person and phone assistance to external customers. Triage calls and referrals to help customers access the services needed. Provides initial intake to determine where the referral should be directed. Reviews case notes to help guide the customer to the correct resource or transfer customers to the appropriate person. Checks and documents phone messages of staff as needed.

2. Process referrals, including 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. Processes and distributes customer incoming and outgoing correspondence and authorization forms, which includes scanning confidential material and legal documents in customer files, faxing, and mailing. Contacts resources and community partners to assure information in the resource directly is up to date and accurate.

ADDITIONAL ESSENTIAL DUTIES:

1. Types all correspondence accurately and efficiently, and completes it in a timely fashion within established guidelines.
2. Handles incoming emails by corresponding with the public and sending referrals to supervisor.
3. Assists with maintaining and updating Resource Directory, via online database and spreadsheet.
4. Assists as directed to provide an elevated level of support to professional staff and customers.
5. Provides assistance when staff are out of the office, in emergencies, or as assigned.
6. Provides back-up coverage for designated support staff in their absence.
7. 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.
8. Demonstrate ability to effectively communicate with and interview customers on the phone or in person.
9. Performs other related duties as may be assigned.

WORK RELATIONSHIPS:

1. Reports to Homeless Prevention Supervisor.
2. Works regularly with Winnebago County Human Services employees, 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.
4. Experience with being homeless or working directly with people who are homeless preferred.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Thorough knowledge of business English, spelling, punctuation, and sentence structures, including office, legal, and other technical terminologies.
2. 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.
3. Strong working knowledge of county and community resources to provide up to date information for those seeking help.
4. Ability to operate various office machines and equipment.
5. Ability to communicate effectively and pleasantly with internal/external customers, both in

- person and on the phone.
6. 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.
 7. Ability to recognize and appropriately respond to emergencies.
 8. Ability to understand and follow complex oral and written instructions.
 9. 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.
 10. 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.
 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, 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.