



Winnebago County

The Wave of the Future

JOB POSTING

POSITION TITLE: Administrative Associate IV

LOCATION: Human Services

HIRING RANGE: \$21.82-\$24.25/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

January 2024

POSITION TITLE: Administrative Associate IV – Office Systems & Support Team

DEPARTMENT: Human Services – Administrative Services

PAY BASIS: Hourly

PURPOSE AND SUMMARY:

Acts as a main contact for the public and for internal and external customers. Provides lead administrative support regarding front desk and reception, imaging, transcription, computer operations, client data, and records requests.

ESSENTIAL FUNCTIONS:

1. Provides intervention to clients and staff with immediate needs or crises and helps connect them with appropriate services or case management. Routes calls and visitors to appropriate divisions or teams. Solves problems and issues for internal and external customers with backups or supervisor. Contacts various emergency services on occasions of crisis.
2. Maintains client demographic information in internal databases. Images confidential material, collateral information, and legal documents in electronic client charts or in administrative database. May be responsible for client financial reviews.

3. Works with management staff on developing, updating and maintaining processes for front desk, imaging, or transcription. Documents new procedures for transcription, imaging or front desk. Provides training and feedback to backups. Works closely with behavioral health staff on scheduling.

ADDITIONAL ESSENTIAL DUTIES:

1. Responsible for imaging of client, staff, and program documents.
2. May collect and receipt money and forward to bookkeeping. Prepares and deposits funds and reconciles cash box.
3. As front desk reception, answers phones, greets clients and consumers, and schedules appointments and conference rooms. Maintains a calm and organized reception area.
4. Verifies all needed documentation received from clients for intake is clear and complete. Adds or updates client information in internal database.
5. May open and close office daily to include unlocking and locking all cabinets and closets.
6. Returns calls on voicemail. Cancels and reschedules appointments for staff who are out. Updates daily notes.
7. Provides or is back up to after-hours coverage.
8. Creates and maintains manual; communicating procedural changes to staff; training and feedback to new staff and backups and providing ongoing training to front desk or transcription staff and backups; organizing and delegating work as necessary; developing and maintaining backup schedule; and leading front desk, transcription, or imaging meetings.
9. If assigned, backs up supervisor in making changes to prescribers and therapist schedules in internal database.
10. If assigned, works with consumers to assist them in obtaining medications through the various drug company-sponsored patient assistance programs. This includes helping the consumer to complete various applications and managing the various forms and requirements.
11. If assigned, provides auditing of PPS, demographic information, scheduling and/or imaging documents. Prepares reports for staff and supervisor on results of the audits.
12. Directs and assists the work of a consumer/employee in a variety of filing and clerical tasks.
13. Types correspondence and other confidential material, as requested by professional staff
14. If assigned, administers new consumer and annual review financial means tests on a primary and/or back-up basis as needed.
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 – Office Systems & Confidential Records Team.
2. Works regularly with all Winnebago County Human Services Division Managers, Supervisors and staff.

REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:

1. High school diploma required.
2. An Associate's degree in Administrative Management or a related field with some related work experience, or a minimum of 4 years of related work experience in a Human Services-related or other complex office environment and training

which provides the required knowledge, skills and abilities.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Ability to assume lead role and responsibility in the office, making necessary decisions and demonstrating leadership, problem solving, and organizational skills.
2. Strong working knowledge of County and local agencies to provide up to date information to those seeking help.
3. Ability to maintain a high degree of confidentiality regarding consumer and employee records.
4. Ability to establish and maintain productive and cohesive working relationships with fellow employees, supervisors and managers.
5. Strong written and verbal communication skills including listening skills.
6. Computer skills including facility with Microsoft Office applications and ability to learn new software, problem solve issues and teach other staff.
7. Ability to type accurately at a minimum speed of 35 wpm preferred.
8. Possess a good knowledge of business English, medical and legal terminology, spelling, punctuation and sentence structure.
9. Ability to operate various office equipment such as imaging equipment, copying machines and fax machines.
10. 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
11. Knowledge and understanding in Trauma Informed Care principles and practices and a strong commitment to fostering a positive, healthy work culture.

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.