

Clerical Support II

Department of Social Services

Oneida County is accepting applications for a Clerical Support II position in the Department of Social Services. This full-time position works 37.5 hours per week with a starting 2019 hourly rate of \$14.67 plus excellent fringe benefit package.

Duties include, but are not limited to typing dictation, Child Abuse and Neglect reports, court reports, letters, memos, forms, agendas and similar materials from rough draft, transcriber, or edits to electronic documents. Position also assists with contacting clients, making copies, faxing documents, scanning records, entering data into state software systems, filing, processing work orders, and management of incoming/outgoing mail. This position also provides back-up coverage for the reception desk, including managing a multi-line phone system, providing customer service and transferring clients (both in-person and via phone) to the appropriate department.

Qualified individuals must have a high school degree with course work in typing and office skills; experience with dictation and volume typing preferred; knowledge of computer hardware, software and accessories; ability to use transcription software; ability to type 60 wpm; ability to work with the public; ability to maintain a high degree of confidentiality.

Oneida County Department of Social Services is a Trauma Informed Agency that empowers, educates and supports agency staff to provide services in a caring, compassionate and safe environment. Work involves determination of client needs, provisions of appropriate services, and referral of clients to other resources and programs as needed.

Complete job description and required Oneida County application are available at www.co.oneida.wi.us or at the Northern Advantage Job Service Office at 51A N. Brown St., Rhinelander, WI 54501 (715) 365-1500. Completed applications are due at the Northern Advantage Job Service Office by Monday, September 23, 2019 at 11:00 a.m.

EOE/AA

Oneida County Job Description

Job Title: Clerical Support II
Department: Social Services
Reports To: Financial Services Supervisor
FLSA Status: Nonexempt
Prepared By: Mary Rideout, Social Services Director
Prepared Date: September 2019
Approved By: Lisa J. Charbarneau, Human Resources Director
Approved Date: September 2019

SUMMARY Performs a variety of clerical tasks requiring excellent organizational and typing skills. Works independently following prescribed practices and procedures. Provides customer service in person and on the phone. Speed, accuracy, and confidentiality are essential.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Type Child Abuse and Neglect reports, court reports, letters, memos, forms, agendas, meeting minutes, and similar materials from rough draft, transcriber, or edits electronic documents. Enters information into the eWiSACWIS system as required. Enters summary reports into system and prints once a week.

Provide clerical support to social workers including, but not limited to: contacting clients for court date, home visits and visitation reminders, making copies, faxing documents as requested and typing daily dictation.

Act as clerical support to social services aides including, but not limited to: scanning legal documents and correspondence into eWiSACWIS system, enter reporter letters in eWiSACWIS and general filing into client service files.

Provides coverage for the reception desk. Answer multiple incoming phone lines. Screen incoming calls; transfer to appropriate department employees. Provide customer service at the front desk.

Monitor court reports and permanency plans due dates and notify social worker and/or supervisor of upcoming deadlines. Ensure timely mailing and/or hand deliver documents to intended recipients.

Assist with the file maintenance, including document scanning and filing, and destruction of documents per agency policy.

Maintain positive working relationship with assigned social worker
Send completed customer service surveys to State quarterly.

Collect incoming and outgoing agency mail.

Sends all work order requests for the agency.

Complete and maintain alternate work schedules for units.

Coordinate holiday donation programs.

Copy, maintain and print digital camera pictures as requested.

Orders and maintains all agency supplies, as well as coordinating purchases for Social Work staff.

Any other duty as assigned.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge of computer hardware, software and accessories.

Knowledge of transcription software.

Ability to type 60 wpm.

Ability to maintain a high degree of confidentiality.

Ability to operate multi-line phone system.

Ability to work with the public.

EDUCATION and/or EXPERIENCE

High School degree with course work in typing and office skills.

Work experience with dictation and volume typing preferred.

LANGUAGE SKILLS

Good oral, written, and telephone communication skills.

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

General office work, sitting and/or standing at a desk. Minimal lifting.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

General office environment, but due to the nature of our work, it can be stressful. Fast-paced work environment with critical deadlines.