

Administrative Support Department of Social Services

Oneida County is accepting applications for an Administrative Support position with the Department of Social Services. This full-time position works 37.5 hours per week with a starting 2022 hourly rate of \$17.68 plus excellent fringe benefit package.

This position performs a variety of clerical tasks for Social Workers, Social Service Aides and Children Services Support workers. Duties include, but are not limited to typing and/or reviewing dictation, Child Abuse and Neglect reports, reports to the Courts, letters, memos, forms, agendas and similar materials from rough draft, transcriber, or edits to electronic documents. Position also assists with contacting clients, assisting with transport of clients, making copies, faxing documents, scanning records, entering data into state software systems, filing, processing work orders, and management of incoming/outgoing mail. Other duties include updating/managing the agency website, creating posts and graphics for Facebook, and managing other graphic designs for the agency. 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 and knowledge of computer hardware, software and accessories. Must have the ability to operate a multi-line phone system, type 60 wpm, work with the public and maintain a high degree of confidentiality. Position requires excellent organizational skills and the ability to multi-task. Experience with editing and proofreading preferred.

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. Completed application and resume should be emailed to jlueneburg@co.oneida.wi.us or mailed to Oneida County LRES, P.O. Box 400, Rhineland, WI 54501.

Deadline to apply is Monday, October 10, 2022 at 9:00 a.m.

EOE/AA

Oneida County Job Description

Job Title: Administrative Support
Department: Social Services
Reports To: Financial Services Supervisor
FLSA Status: Nonexempt
Prepared By: Mary Rideout, Social Services Director
Prepared Date: September 2022
Approved By: Lisa J. Charbarneau, Human Resources Director
Approved Date: September 2022

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, or edits electronic documents. Enters information into the eWiSACWIS system as required.

Provide clerical support to social workers including, but not limited to: contacting clients for court date, home visits and visitation reminders, assisting with transport of clients, making copies, scanning documents, faxing documents as requested and typing/editing 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 or scanning to electronic case files.

Act as clerical support to Children Services Support workers including, but not limited to: editing/entering case notes, assisting with transport of clients, supervised visitation, and scheduling family visits on agency calendars.

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, e-filing and/or hand deliver documents to intended recipients.

Provide Agency Confidential typing regarding personnel items and maintain agency personnel files. This includes providing support all agency management.

Attend committee meeting and record minutes from meeting. This includes posting agendas and sending mailings to committee members.

Updating and managing agency webpage.

Creating posts and graphics for Facebook page, as well as create other graphics for the agency.

Review Social Worker time tracking for accuracy and input into agency database for tracking.

Assist with maintaining and editing Agency policies.

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/upload digital camera pictures as requested.

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

Participate in the Oneida County Emergency Management Plan as needed and directed by the plan.

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.

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.

Ability to proofread and edit documents.

Excellent organizational skills

Ability to multitask.

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.