

RICHLAND COUNTY POSITION DESCRIPTION

Position Title: Secretary

Department: Health and Human Services

Reports to: Administration & Building
Operations Manager

Pay Grade: 6 & E

Date: August 18, 2020

Hours Per Week: 40

PURPOSE OF POSITION

The purpose of the Secretary position is to provide a high level of customer service and administrative support to specific programs and services or members of management.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required or assigned.

- Performs reception duties including; opening and closing the office, greeting clients and visitors, answering telephone and routing to correct staff, delivering messages and documents, accepting payments and writing receipts, distributing information regarding agency programs and services, and distributing items from the Public Health Loan Closet.
- If specifically assigned, performs Immunization Clinic duties for the Public Health Unit; including accessing the Wisconsin Immunization Record (WIR) Program, assisting patients with the completion of paperwork, and processing data entry.
- If specifically assigned, performs Mental Health Outpatient Clinic duties for the Behavioral Health Services Unit; including accessing the Electronic Medical Record (EHR) Program and Forward Health website, completing intake forms, creating and maintaining patient schedule, appointment reminder calls and letters, document and electronic client file maintenance, scanning, data entry, and assisting with confidential releases of information.
- If specifically assigned, responsible for scanning all incoming Economic Support documents into the electronic client records and process client paperwork.
- Provides administrative support to management staff; including creating general correspondence, maintaining files and databases, creating presentations and reports, scheduling appointments, and coordinating programmatic activities.
- Attends governance or workgroup meetings. Assists with arranging meeting logistics, prepares meeting materials, takes meeting minutes, and performs other related duties.
- Assists the Administration & Building Operations Manager with general office maintenance functions and the ordering of office supplies.
- Represents Richland County Health and Human Services to the community at large and maintains good community public relations.
- Complies with applicable federal and state laws, administrative rules, established agency procedures and accepted professional standards.
- Participates in on-going training, maintaining contemporary knowledge to ensure compliance with federal and state regulations.

- Maintains the confidentiality of client information and protected health information as required by State and Federal regulations, including the Health Insurance Portability and Accountability (HIPAA) Act of 1996.

MINIMUM TRAINING AND EXPERIENCE REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

- High School diploma or vocational/technical training in office support functions required with two years related experience, or any combination of education and experience that provides equivalent knowledge, skills and abilities.
- Associate's degree and three years related experience preferred.
- Considerable ability to communicate effectively both orally and in writing.
- Ability to organize, prioritize and independently set time frames to complete work in a timely manner.
- Working knowledge of computers, computer programs, typing, and data entry.
- Current WI driver's license and unlimited access to reliable transportation.

PHYSICAL AND MENTAL ABILITIES REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Language Ability and Interpersonal Communication

- Ability to comprehend and interpret a variety of documents including client records, financial reports, letters and memos, state and federal rules and regulations manuals, professional journals and papers, job applications, insurance forms, budget sheets.
- Ability to effectively communicate orally and in writing with clients, service providers, agency staff, governmental personnel, and the general public.

Mathematical Ability

- Ability to add, subtract, multiply, divide, calculate decimals and fractions.
- Ability to compare, count, differentiate, measure and/or sort data and information.
- Ability to classify, compute, tabulate, and categorize data.

Judgment and Situational Reasoning

- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to analyze data and information using established criteria, in order to define consequences and to consider and select alternatives.
- Ability to apply situational reasoning ability by exercising judgement in situations involving the evaluation of information against measurable criteria.
- Ability to use functional reasoning development in the performance of semi-routine functions involving standardized work with some choice of action.

Physical Requirements

- Ability to operate a variety of office equipment including computers and ancillary devices, calculator, photocopier, fax, etc.

- Ability to coordinate eyes, hands, feet, and limbs in performing coordinated movements in operating educational aids and office equipment.
- Ability to exert moderate effort in sedentary to light work, including stooping, kneeling, crouching. Ability to handle, finger and feel. Ability to lift and carry.
- Ability to recognize and identify degrees of similarities and differences between characteristics of colors, forms, sounds, odors, textures etc. associated with objects, materials and ingredients.
- Ability to move and guide material using simple tools.
- Ability to operate a motor vehicle.

Environmental Adaptability

- Ability, in regard to environmental factors such as temperature variations, noise, disease, and/or dust, to work under moderately safe and comfortable conditions.
- Ability to work in a comfortable and occasionally unsafe office environment.

Richland County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Employee's Signature

Supervisor's Signature

Date

Date