

# **Richland County**

## **Position Description**

**Position Title:** Secretary

**Department:** Health and Human Services

**Reports to:** Business and Financial Services Manager

**Pay Grade:** E

**Date:** 10/04/2024

**Hours per week:** 40

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### **Purpose of Position**

Responsible to perform receptionist, clerical, customer service and administrative support work for Richland County Health and Human Services.

### **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 and assigned. Valid Driver's License.

- Performs reception tasks including greeting visitors, answering telephone calls, relaying messages, transferring and referring, making copies for consumers, accepting and passing on verifications and materials, collecting payments and writing receipts, assisting with paperwork completion, and providing verbal and prepared information.
- Prepares and distributes incoming and outgoing mail and faxes.
- Monitors office supplies and orders for restocking inventory.
- Performs a variety of clerical tasks including filing, copying, faxing, data entry, scanning, preparing reminder letters, and appointment scheduling.
- Distributes items from the Public Health Loan Closet.
- Prepares and mails patient statements.
- Operates and performs routine maintenance on office equipment.
- Attends trainings and meetings.
- Maintains current knowledge of program requirements and best practices and participates in continuing education opportunities
- Represent Richland County Health and Human Services to the community at large through professional interaction, public speaking, media presentations, and participation in community advisory groups.
- Performs other duties as assigned or apparent.

### **Minimum Training and Experience Required to Perform Essential Job Functions**

High school diploma or equivalent and one year relevant clerical and customer service experience; or equivalent combination of education/training/experience to provide the required knowledge, skills and abilities.

### **Physical and Mental Abilities Required to Perform Essential Job Functions**

### **Language Ability and Interpersonal Communications**

- Ability to communicate effectively, orally and in writing, and have strong positive customer service skills.
- Ability to establish and maintain effective working relationships with others.

### **Skills, Knowledge and Abilities**

- Knowledge of modern office procedures, equipment and software.
- Experience with computer data entry.
- Knowledge of Microsoft Office software.
- Ability to comprehend and interpret a variety of documents, policies and procedures.
- Ability to multi-task.
- Ability to record and deliver information and explain procedures.

### **Physical Requirements**

- Ability to exert moderate physical effort in sedentary to light work, involving stooping, kneeling, and crouching. Ability to handle, finger, and feel. Ability to lift, carry, push, and pull.

### **Working Conditions**

- Work is performed in an office setting. Headaches, eyestrain, and other related occupational hazards reflect the most common potential for injury.
- Work is light duty and sedentary with the ability to lift, carry or push up to 10 pounds.
- This position may be occasionally exposed to mental effort and stress.
- This position performs work under attention to detail and deadlines.
- Some exposure to angry or confused persons and offensive language.

### **Special Requirement**

As a post-offer pre-employment condition, a criminal background check conducted by the State Department of Justice (DOJ) including FBI fingerprinting must be completed and passed. Richland County may disqualify an applicant if the position's responsibilities are substantially related to the applicant's criminal history. Wisconsin's Fair Employment Law, s.111.31-111.395, Wis. Stats., prohibits discrimination because of an arrest or conviction record. Management reserves the right to make employment contingent upon the successful completion of the background check. The cost of the background check and fingerprinting will be covered by Richland County.

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 encourage both prospective and current employees to discuss potential accommodations with the employer.

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Employee's Signature

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Date

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Supervisor's Signature

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Date