

**Jefferson County  
Position Description**

**Name:** **Department:** Human Services  
**Division:** ADRC and Aging Services

**Position Title:** ADRC Administrative Assistant II      **Pay Grade:** 3      **FLSA:** Non-exempt

**Date:**      **Reports To:** ADRC Supervisor

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**Purpose of Position**

The purpose of this position is to provide the ADRC with administrative support and to respond to customer requests for general information about community resources and public benefit programs.

**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.**

- Performs excellent customer service, in person, by telephone, and by email.
- Performs administrative tasks in the ADRC, including but not limited to developing, organizing, and maintaining filing systems for electronic, hard copy, and scanned documents; scheduling appointments; updating forms and brochures with current information; tracking ADRC calls in database and extracting data in report format.
- Provides information and referral, based on initial assessment of need, and follows-up as necessary.
- Updates website and databases with current and accurate resource materials.
- Assists in completing benefit applications, compiles Medicaid and new customer packets, and types case notes.
- Facilitates clients who have referrals and assigns them to the correct professional.
- Maintains and updates resources in the Assist Guide.
- Practices competent motivational interviewing techniques, if applicable.
- Supports and enhances a trauma-informed care environment.
- Completes annual compliance training and adheres to Human Services compliance policies and procedures.
- Complies with County HIPAA Policies and Procedures, if applicable.
- Adheres to and promotes safety as a priority in the workplace.
- Demonstrates dependable attendance.
- Performs other duties as assigned or may develop.

**Additional Tasks and Responsibilities**

**While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.**

- None.

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

One to two years related experience and/or training; or associate's degree; or equivalent combination of education and experience. High school diploma or equivalent required.

**Preferred Training and Experience Required to Perform Essential Job Functions**

Three years related experience and/or training; or associate's degree and one year experience; or an equivalent combination of education and experience.

**Other Requirements – Certificates/Licensures**

None.

**Knowledge, Skills, Abilities**

- Ability to reliably and predictably carry out one's duties.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of organization.
- Ability to work effectively with individuals and families to assist them in solving physical, mental, and social problems, with members of the mental health team and other allied professionals.
- Ability to work with challenging situations where clients may be hostile or aggressive.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.
- Ability to deal with problems involving a few concrete variables in standardized situations.
- Knowledge of accurate record-keeping and accounting and bookkeeping processes in accordance with regulatory mandates and economic practicality.
- Knowledge of County government organization and operation and interrelationships between governments and the community.
- Knowledge of accounting principles and practices, accounts payable, and payroll practices.
- Knowledge of laws, government regulations, and agency rules as they relate to government accounting and budgeting.
- Knowledge of principles and processes for providing customer service. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of administrative practices and procedures; business English, spelling, grammar; operation of office equipment; word processing, databases, scanning, presentation, and spreadsheet software.
- Skill in prioritizing workload, developing action plans and meeting deadlines.
- Skill in operating a personal computer, laptop, and other department office equipment using applicable department software, Microsoft products, web-based systems, and performing data entry.

**Supervision**

None.

**Physical Demands**

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

While performing the duties of this position, the employee is regularly required to sit; use hands to finger, grasp, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. Lifting, moving, pushing or pulling up to 10 pounds does not generally occur, but may occur when lifting boxes, books or paper. Specific vision abilities required by this job include close vision, color vision, depth perception and ability to adjust focus, distance vision.

**Work Environment**

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

While performing the duties of this position, the employee is not regularly exposed to adverse conditions. The noise level in the work environment is usually moderate. The person may be exposed to physically or verbally abusive persons, high stress environments and if doing home visits unsanitary conditions.

Jefferson County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act as Amended, 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.

I have read and understand the duties of this job description and, by signing below; I agree that I can perform the duties of this position with or without reasonable accommodation.

Employee \_\_\_\_\_

Date \_\_\_\_\_

Supervisor \_\_\_\_\_

Date \_\_\_\_\_

Human Resources \_\_\_\_\_

Date \_\_\_\_\_

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