

**Jefferson County
Position
Description**

Name: _____ **Department:** Human Services
Division: Any Division

Position Title: Administrative Assistant I **Pay Grade:** 1 **FLSA:** Non-exempt

Date: February 2020 **Reports To:** Assigned Supervisor

Purpose of Position

The purpose of this position is to perform administrative and clerical support for 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.

- Answers telephones and gives information to callers; takes messages or transfers calls to appropriate individuals. Greets the public, answers general questions, processes mail, and orders supplies.
- Creates, maintains, and enters information into databases. Uses computers for various applications, such as database management or word processing.
- Sets up and manages paper or electronic filing systems, recording information, updating paperwork, or maintaining documents, such as participant records, correspondence, or other material.
- Operates office equipment, such as fax machines, copiers, or phone systems and arranges for repairs when equipment malfunctions.
- Performs clerical duties such as typing routine correspondence, computer data entry, developing and maintaining forms and charts, filing, receiving payments, ordering supplies, process/distributes mail.
- Provides excellent customer service to clients, other staff and contacts with Human Services.
- Schedules consumer appointments and maintains various clinic calendars electronically reflecting appointments, meetings, trainings, vacations, etc.
- Provides confidential coordination of clinic/consumer information.
- Receives, screens and directs incoming crisis calls and walk-ins, obtaining information for Emergency Mental Health Workers that is conducive to assist the individual in crisis.
- 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.
- Adheres to and promotes safety as a priority in the workplace.
- Demonstrates reliable attendance.
- Complies with County HIPAA Policies and Procedures, if applicable.
- Performs other duties as may be 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.

- Performs secretarial duties specific for the Intoxicated Driver Plan program such as opening/closing/maintaining files, answering consumer inquiries, scheduling assessment appointments, entering data in DOT data base, and generating forms and other correspondence
- Provides backup to other support staff, as well as, willingness to work flexible schedules to support staff.

Minimum Training and Experience Required to Perform Essential Job Functions

High school diploma or equivalent required with one year related experience and/or training; or equivalent combination of education and experience.

Preferred 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.

Other Requirements – Certificates/Licensures

None.

Knowledge, Skills, Abilities

- Ability to meet stringent deadlines and to accurately perform and complete written and oral procedures applicable to assigned duties.
- 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 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 deal with problems involving a few concrete variables in standardized situations.
- 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.

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 _____
Supervisor _____
Human Resources _____

Date _____
Date _____
Date _____