

**Jefferson County
Position Description**

Name: _____ **Department:** Human Services

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

Date: November 2015 **Reports To:** Office Manager
Comprehensive Community Service Supervisor
Economic Support Supervisor

Purpose of Position

The purpose of this position is to provide a wide range of mid-level administrative and office support activities for various Human Services divisions to facilitate efficient operations to best meet the needs of the clients and/or consumers.

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 general clerical and customer service duties such as answering phones, greeting the public, answering general questions, processing mail and ordering supplies.
- Schedules appointments and maintains calendars essential for meeting critical deadlines and timeframes.
- Creates, updates and completes a variety of documents, including memos, letters, forms and reports. May also transcribe case manager notes and proofread/edit client evaluations.
- Maintains several databases by accurately performing computer data entry, including maintaining master directories such as client lists and consumer medications lists.
- Sets up, organizes and maintains files, which may include opening and closing files as well as ensuring proper documents are included in the file.
- Audits files to ensure paperwork is completed and correct for billing purposes.
- Releases records in accordance with department policy and Federal and State regulations, ensuring validity, redaction accuracy and applicable fees. Disposes of records per County's record retention policy.
- Provides backup to other administrative staff.
- When working in the Economic Support Program, assigns eligibility determinations for processing to case managers in a timely and accurate manner.
- 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.
- Performs other duties as assigned or as may develop.
- Complies with County HIPAA Policies and Procedures, if applicable.
- Demonstrates dependable attendance.

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 Notary Public duties.
- Monitors documentation for Medicaid billable programs.

Minimum Training and Experience Required to Perform Essential Job Functions

High school diploma with 3-4 years general office experience with a high attention to detail or any combination of education and experience that provides equivalent knowledge, skills and abilities. Experience in a medical or mental health office or knowledge of medical and mental health terminology preferred.

Other Requirements

Physical: None.

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
