

BANNOCK COUNTY

CLASS SPECIFICATION

ADMINISTRATIVE ASSISTANT – Indigent Services

Department: Indigent Services
FLSA Designation: Non-Exempt

Pay Grade: 5
Effective Date: 10/04, 8/09

Purpose of Class

Performs administrative support for Indigent Services; performs related work as required.

Primary Function

This is a clerical and administrative support position with the principal function to provide general clerical support to the other office staff in areas such as answering phones, assisting the public, typing, and filing. Duties may include typing and preparing letters or documents using various software applications; entering data into County or department systems and applications, keeping clerical records, logs, ledgers, etc. and working within Indigent Services Department specific processes and procedures. The work is performed under the supervision of the Indigent Services Director. The principal duties of this class are performed in a general office environment.

Essential Duties and Responsibilities (will vary by assignment)

- Answers incoming phone calls and greets visitors, directing and providing referrals to other departments or staff as needed;
- Sets up files and files documents into appropriate folders; reorganizes file folders as needed;
- Operates standard and specialized office equipment such as computer, typewriter, copier, 10-key, fax machine, and related equipment;
- Assists with gathering information from applicants and reviewing applications;
- Enters applications in to the computer, sets up and pulls files as needed;
- Collects money and issues receipts, enters accounts payable into computer and balances daily;
- Assists public with questions and helps resolve issues;
- Receives and signs for mail, packages and supplies;
- Monitors office supplies;
- Provides data entry services, faxing, typing, and filing;
- Types routine forms/letters or other documents;
- Uses computer to obtain information or enter data;
- Performs all work duties and activities in accordance with County policies, procedures and safety practices.

Other Duties and Responsibilities

- Performs other related duties as required.

Competency Requirements

Knowledge of:

- Operation of standard and specialized office equipment;
- Operation of a personal computer and job-related software;
- English grammar, spelling, punctuation, and composition;
- Idaho code relative to Indigent Services;
- Medical terminology;
- Basic bookkeeping skills;
- General methods of conflict resolution and stress management;
- Resources in the community for assisting the indigent;
- Current office practices and procedures.

Ability to:

- Maintain important records efficiently and accurately and to prepare clear and concise reports;
- Maintain confidentiality;
- Be a team player;
- Work with people that are under extreme stress, angry or irritated;
- Learn various functions of the welfare department;
- Type with a high degree of accuracy;
- Operate a variety of standard office equipment;
- Maintain effective working relationships with other County employees, supervisory personnel, state and local elected and appointed officials and the public;
- Understand and follow oral and/or written policies, procedures and instructions;
- Operate a personal computer including software applications appropriate to assigned duties;
- Communicate effectively both orally and in writing;
- Use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions.

Acceptable Experience and Training

- High school diploma or GED equivalency is required and specialized training related to secretarial, business, customer service, bookkeeping, social sciences or a related field is preferred;
- Two (2) years of progressively responsible experience in an office environment preferably in a legal or social services setting is required; or
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Essential Physical Abilities

- Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to discern verbal instructions and communicate effectively on the telephone and in person;

- Sufficient visual acuity, with or without reasonable accommodation, which permits the employee to comprehend written work instructions and review and prepare documents and file them in a prescribed order, and organize documents and materials;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate a personal computer and standard office equipment;
- Sufficient personal mobility, agility, strength, and physical reflexes, with or without reasonable accommodation, which permits the employee to work at a keyboard for an extended period of time and work in an office environment.