



Carlton County, Minnesota Office Support Specialist Position Profile

Job Title:	Office Support Specialist	Job Category:	Grade 5
Department/Group:	Public Health & Human Services	Bargaining Unit:	AFSCME Council 65 (PH&HS)
Location:	Public Health & Human Services Building	Travel Required:	Minimal for training and meetings
Level/Salary Range:	\$17.35 - \$21.16 Hourly \$33,832 - \$41,262 Annually	Position Type:	Full-time
Position Contact:	Office Support Services Supervisor	Date Created:	May 2014
Normal Work Week:	37.5 Hours (8 am – 4 p.m.) Monday - Friday	Re-Evaluation Date(s):	

View the external posting at <http://www.co.carlton.mn.us>. Click on Job Postings.

BASIC FUNCTIONS:

Aid and support the Administrative, Income Maintenance, Public Health, Child Support and Social Services Units of the agency in doing the paperwork, research, typing, filing, scanning, organizing and keying of case and/or agency information into files, letters, reports, etc., to meet requirements and standards set by the State and Federal Department of Human Services. Assist clients and internal/external relationship personnel in person, over the telephone, and via email based on the recipient's needs.

WORK PERFORMED / ESSENTIAL FUNCTIONS:

1. PROGRAM SUPPORT

- A. Parallel Protection Process: serve as recorder for settlement conference. Prepare legal settlement agreement for interested parties and notarize prior to dissemination. Assist conference mediator as requested.
- B. Set up new Social Service intakes into SSIS and monitor for updates, changes, and closings as necessary.
- C. Review, for accuracy, agency renewals submitted by clients for program eligibility. Notify staff as to what action was taken.
- D. Scan and index client documents for program eligibility.
- E. Screen and assign new financial applications, refer to proper workgroup and enter all necessary data into state system.
- F. Perform support of Financial Assistance programs to include: out-of-county transfers, overpayment verifications, MLAR report checks, housing verifications, IT Databank notification.
- G. Monitor death notices in order to process claims and probate for agency programs. Create new probate cases as needed.
- H. Process and maintain client information for Public Health Programs, as well as system maintenance and reporting.
- I. Assist public health nurses with community clinics.
- J. Monitor program applicants in order to track progress and services.
- K. Perform inventory tracking of supplies required to fulfill program requirements.
- L. Prepare and maintain packets for numerous programs which agency staff utilizes for client services.
 - 1) Program Packets for Financial Services, Public Health Services, Child Support Services, Long Term Care Services, Mental Health Services, Family Social Services, and Disability Services.
 - 2) Provide program information to clients and community through outreach of services.
- M. Prepare and assign foster care applications for IV-E and Medical Assistance.

2. ADMINISTRATION

- A. Determine financial eligibility for WIC clients after screening applicants. Prioritize if waiting list is needed.
- B. Post WIC vouchers and ensure they are available to clients, including transfers and re-issue.

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- C. Prepare monthly and quarterly budgeting and statistical reports.
 - D. Create service arrangements for payment of invoices for Adult Social Services.
 - E. Coordinate the Senior Companion Program.
 - F. Track county birth referrals for nursing staff.
 - G. Serve as primary access and contact for building lock-down safety and security.
 - H. Schedule multiple agency services and programs, which include, but are not limited to: meeting and room scheduling, car availability and maintenance and employee on-call calendar.
 - I. Maintain FTI documentation, agency credit cards, forensic equipment, GPS equipment, health plan car seats.
 - J. Screen Social Services vouchers for accuracy and fill in SSIS coding information for supervisor/Accounting Department approval.
3. CASE LOAD MANAGEMENT
- A. Perform Background Studies and Background Checks.
 - 1) Adam Walsh Background Studies, FBI Background checks, Outside Agency Background Study, MNBCA Background Studies, Juvenile Background Studies, Child Care Providers, Foster Care Providers.
 - B. Perform transcription of forensic interviews, proofread and save file to appropriate file management systems.
 - C. Create child protection/welfare intakes resulting from investigations, assessments or case management. Process case entry, opening, transfers, and closings.
 - D. Generate, disseminate and track status of correspondence in compliance with user agency agreements and state statutes.
 - E. Ensure that required timeframes are met, prepare and process legal documents which are forwarded to Court Administration.
 - F. Perform County Referral Decision List (CRDL) creating new Child Support cases as needed.
 - G. Coordinate sending the Individual Service Plan (ISP) for Long Term Care clients to providers.
 - H. Track and record Certifications and Doctor's Orders for Public Health client charts.
 - I. Prepare charts and case files for state or federal audits.
 - J. Maintain, update, and file/scan paperwork for agency files in order to ensure accurate information.
 - K. Perform random Moment Validation.
 - L. Responsible for destruction and record retention of agency files.
4. CUSTOMER RELATIONS
- A. Provide excellent customer service, delivering quality public services and service experiences to customers. Help to develop and maintain effective customer service practices and a respectful workplace.
 - B. Greet and direct clients\visitors coming into agency in a courteous manner.
 - C. Answer and route incoming telephone calls promptly.
 - 1) Provide information and referral service directing calls to other agencies.
 - D. Assist clients with completion of agency paperwork as needed.
 - E. Make copies and fax for clients as requested.
 - F. Schedule appointments for various client services.
 - G. Distribute appropriate program applications as requested.
 - H. Provide Notary Public services for internal and external customers.
5. OFFICE SUPPORT SERVICES
- A. Perform clerical functions unique to the department to which assigned which include word processing, photocopying, and data entry duties to include, but not limited to: correspondence, forms, press releases, grant proposals, reports, assessments, referrals, authorizations, service papers, and contracts.
 - B. Conduct major projects, which include mass mailings, special projects (brochures – creating/updates/revising), copying, training, meetings, etc.
 - C. Generate correspondence, fax and mail documents and releases to different agencies upon request.

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- D. Pick up mail at Post Office, sort, distribute by unit, open, date stamp, and file/scan as required.
- E. Maintain Scotland Yard and schedules of workers out of the office, in meetings or unavailable for calls.
- F. Check incoming electronic faxes, e-mail to appropriate staff or import into case file as appropriate.
- G. Troubleshoot office equipment issues and problems, assist staff with technology and software questions.
- H. Log all incoming agency checks.
- I. Establish address/phone lists and other data bases and keep them up to date.
- J. Order, inventory, and maintain all agency office supplies and medical supplies.
- K. Assist Office Support Unit supervisor with training new staff.
- L. Provide back up support to all others within the Office Support Unit.
- M. Minute recorder for meetings as assigned.

NON-ESSENTIAL FUNCTIONS:

- A. Attend training and workshops as budget allows, share information with others and put training to use as applicable.
- B. Attend and participate at agency meetings and contribute to problem solving. Offer suggestions for improvement.
- C. Provide back-up support for other Office Support Specialists.
- D. Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Education and Experience:

- High School graduate or equivalent.
- Three years office experience, including experience working with computers, various word processing software, spread sheets, data programs, and the public is essential.

Training Required: Microsoft Office products to include Word, Excel, Access, etc.

Certificates/Licenses Required: None.

INTERNAL/EXTERNAL RELATIONSHIPS & IMPACT ON SERVICES/OPERATIONS:

Supervisory/Managerial Responsibility: None.

Reports To: Office Services Supervisor.

Who Reviews Work: Office Support/IT Supervisor.

Clientele:

- Deals with clients and/or their representatives coming into agency for information or assistance; works with Income Maintenance, Social Service Workers, Child Support, and Administrative Staff as well as staff from various other County Departments.

Internal/External Relationships:

- Daily contact with clients, client families and residential staff whether in person or on phone to respond to inquiries.
- Daily to weekly contact with attorneys, court administrators, law enforcement, tribal officials and staff, personnel for various state agencies and other counties, medical professionals and facilities, community agencies, area schools, supply and equipment vendors/personnel.
- Work closely with internal staff to assess the priority of the day's work and to assist in coordination of services.
- Treat all persons and agencies with respect, dignity, sensitivity, and tact.
- Must demonstrate the ability to work positively in a team environment and function constructively during conflict resolution.
- Must fully support the core values and mission of Carlton County Public Health & Human Services.
- Continuously promotes a diverse, culturally competent, and respectful workplace.

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Impact on Services/Operations:

- Effective office procedures provide for a steady work flow and a reliable environment, accurate and timely completion of projects to meet deadlines, and help comply with federal, state and local laws.
- Without timely processing of paperwork, payments and services to clients can be delayed or lost.
- The demeanor of communicators at the front desk can make or break a client's ability to relate to agency personnel and get the help they need.
- The inability to communicate with appropriate staff and/or the improper flow of paperwork can delay services to clients and delay funding and payments to the agency.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

1. Ability to work independently.
2. Ability to organize and prioritize workload in order to meet deadlines with minimal supervision.
3. Thorough working knowledge of basic Microsoft Office Suite, as well as over 30 other specialized software packages; including but not limited to: MAXIS, MMIS, SSIS, PRISM, MNITS, Carefacts, MNVIC, CATCH, MIIC, Odyssey E-file, HuBert, Follow Along, Phillips Speech Exec, Compass Pilot, OnBase, Net Study, SIR, Avaya IP Office: Soft Console and LRS paging.
4. Knowledge to run and troubleshoot numerous office machines, including but not limited to : desktop and laptop computers, multi-line telephone/voicemail, photocopiers, portable printers, Smartboard, fax machine, scanner, weather radio, calculator, video viewer and digital recorder.
5. Skill in being a proficient typist/data entry.
6. Knowledge of business English, spelling and grammar.
7. Ability to communicate effectively with co-workers and clientele.
8. Knowledge of MN Data Privacy Act as it pertains to work of the unit.
9. Knowledge of community resources available for clients and co-workers.
10. Ability to think quickly and handle difficult situations when answering the phone and dealing with clients.
11. Ability to work with the public in an attentive and pleasant manner.
12. Skill in interacting with people with diverse ethnic and racial backgrounds; people with mental and physical disabilities; and people in stressful situations.
13. Ability to organize, prioritize and complete a variety of different assignments at various stages.
14. Ability to exercise prudence, care, and accountability with the use of financial resources.
15. Ability to demonstrate flexibility and willingness to create, implement, and adapt to new ways of doing things.
16. Ability to cooperate with clients, co-workers, general public and other agencies.
17. Ability to accept and adhere to our agency mission statement and core values which include Integrity, Diversity, Accountability, Respect, Compassion and Wellness.
18. Knowledge of agency programs, procedures and practices is essential.
19. Ability to lift and carry up to 20 pounds.

WORK ENVIRONMENT:

- Work is performed in a standard office environment.
- Work involves contact with distraught and angry clients who sometimes have threatening behaviors.

PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB:

- Sit or stand at a desk for extended periods of time to perform long hours of work at a computer and/or talk on the phone.
- Hear and speak effectively to communicate in person and over the phone with contacts listed under Internal/External Relationships above.

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- Visual acuity to read computer screens and printed documents.
- Apply physical coordination in order to operate office machines.
- Physical ability to move about the office.
- Manual dexterity to:
 - Type on a keyboard and use a computer mouse;
 - Perform manual tasks such as handwriting, searching through documents and compiling material.
- Office work may include reaching for documents and supplies, standing or kneeling to search through file cabinets, fingering to find files, grasping documents, and repetitive motions such as typing and sorting/compiling material.
- Ability to lift and carry files and boxes weighing up to 20 pounds.

MACHINES/EQUIPMENT/SOFTWARE REQUIRED TO PERFORM JOB:

- Desktop Computer (Windows)
- Desktop Multi-Line Telephone/Voicemail
- Photocopier
- Smartboard
- Fax Machine
- Scanner
- Calculator
- Phillips Speech Exec for transcription
- Digital Recorder

ACCESSES REQUIRED:

- MAXIS, SSIS, PRISM, MMIS, MNITS, MNSure, Carefacts, MNVIC, CATCH, MIIC, Odyessy E-File,
- Department of Public Safety
- Minnesota Registration & Certificate
- Scotland Yard

ADDITIONAL NOTES:

- None.

his Institution is an Equal Opportunity Employer"

Reviewed By:	Dave Lee	Date:	October 15, 2014
Approved By:	Dennis Genereau	Date:	July 7, 2014
Last Updated By:	Shanny Hurst	Date/Time:	October 17, 2014