



Job Title: Administrative Specialist I
Department: Health & Human Services
Classification: Grade 2
Reports to: Office Support Supervisor
Supervises: No
Telecommute: Not available
Normal Business Hours: Monday – Friday, 8:00 AM – 4:30 PM
Union: Yes
FTE Status: 1.0 Full-Time Equivalent
Last Reviewed: 08/2024

Nature of Work:

This position performs administrative duties, manages, and maintains files, delivers quality customer service to the public, works with HHS administration, operates all office equipment such as computers, printers, fax machines. Provides accurate and timely reports for HHS staff, billing, municipalities.

Communicates with:

Internally – All HHS staff.

Externally –Public.

Supervision:

N/A

Essential Work Functions:

- Provides excellent customer service in-person, via email, and over the phone by greeting individuals professionally, answering questions, taking complaints, taking detailed messages, and providing timely follow-up as needed.
- Performs complex administrative duties, including monitoring and ordering office supplies, preparing memos, and processing invoices and purchase orders for payment.
- Scan client verifications for Agency programs on demand while clients wait; use State software to determine correct routing to workers.
- Manages billing for the office.
- Verifies case numbers to ensure documents are scanned to the correct case for timely processing.
- Enters client applications for health care & long-term care assistance, cash assistance, housing assistance, food support assistance and child-care assistance into respective Minnesota State Software Programs.
- Schedules WIC appointments, completes mandated separation of duties by verifying client's eligibility for WIC and prepares software system for issuance of WIC benefit card on demand while providing training to client on use of card.
- Monitors and routes all mail and emails to appropriate employees.
- Operates fingerprinting equipment.
- Registers Day Care Providers for CCAP clients.
- Manages provider caseload by completing registration renewals/working alerts, gathering requested audit info, initiating background checks, advising providers on mandated trainings and locating additional training resources when required to complete based on age & relation of children.

Other Work Functions

- Performs related work as required.

Minimum Qualifications of Education and Experience:

- Requires specialized training beyond High School, but less than an associate degree.
- One (1) year of clerical experience required.
- Ability to pass all position required background(s) and testing(s).

Knowledge, Skills, and Abilities Required:

- BCA certification.
- Understanding of the organization's goals and objectives.
- Strong interpersonal skills.
- Good written, oral, and interpersonal communication skills.
- Highly self-motivated and directed.
- Strong organizational skills.
- Excellent attention to detail.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Able to work in a team-oriented, collaborative environment.

Persons with disabilities:

The above is a general listing of job duties. Essential and non-essential functions may vary by individual position. Reasonable accommodation may be available for both essential and non-essential job duties.

Physical Demands and Work Environment:

In compliance with Americans with Disabilities Act, the following represents the Physical and Environmental Demands:

Exposed to:	24% or Less	25% - 49%	50%- 74%	75% or more
Office environment				X
Sitting, standing			X	
Walking, reaching, pulling		X		
Typing/data entry			X	
Talking, hearing			X	
Close and distance vision		X		
Moderate (Up to 60 pounds of force)		X		
Challenging or threatening behaviors			X	
Work with high detail/deadlines			X	

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship. The Board of Commissioners, County Administrator and/or the Department Head retains the discretion to add duties or change the duties of this position at any time.

Morrison County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodation to qualified individuals and encourages both prospective and current employees to discuss potential accommodations with the employer.

Employee Name: _____

Employee Signature: _____ Date: _____