



ADMINISTRATIVE SUPPORT SPECIALIST III – SOCIAL SERVICES

FLSA Status: Non-Exempt

GENERAL DEFINITION AND CONDITIONS OF WORK:

Performs difficult skilled clerical and administrative work assisting with a variety of complex office assistance and administrative tasks; does related work as required. Work is performed under general supervision. Supervision may be exercised over subordinate personnel.

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires reaching, walking, fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for color perception, preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Receiving, screening and processing telephone calls; assisting the public; scheduling appointments; typing, word processing and data processing duties; serves as a backup to the front desk staff; maintaining complex and/or confidential records and files to include services case records, security files, debt set off; preparing reports (i.e. monthly payment report, IRS reports, EFT report, LASER reconciliation report).

(The following tasks are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Manages office functions and operations; serves as a backup for Administrative Manager and Office Associate staff, EBT issuance, LASER month end closing; assists with training of other office assistance staff;

Serves as Security Officer, Asset Coordinator and Notary Public; processes mail; maintains copier; maintenance of County vehicles; programs and issues swipe cards;

Checks and reviews work of subordinate staff; assigns work to staff;

Types correspondence, reports, notes and memoranda pertaining to department programs and activities; compiles agenda packages;

Establishes and maintains department filing systems;

Compiles and interprets multiple types of statistical data; evaluates agency procedures, policies and programs and recommends actions;

Enters a variety of department records and data into computer; updates and maintains computer files; prepares a variety of reports, billings and other documents from computer files; performs daily backup of Thomas Brothers; serves as RMS Coordinator, enters LETS transactions;

Compiles data for inclusion in periodic and special reports and prepares reports from files independently; assists with audits;

Processes warrants to include Foster Care/Adoption Subsidies, Auxiliary Grants, VIEW, Companion Care and other service categories;

Prepares Special Welfare checks, maintains Report of Collections, approves invoices in software system; reconciles purchase card purchases;

Handles and processes confidential and sensitive information; maintains confidential files;

Greets office visitors and provides technical and routine information concerning department operations, programs, policies and procedures;

Schedules appointments; arranges and makes necessary preparations for meetings and conferences;

Processes accounts payable; prepares check requests;

Operates personal computer and a variety of office equipment; fulfills information technology troubleshooting responsibilities;

Participates in emergency response operations as required in a declared emergency by County officials; completes required NIMS training as a condition of employment;

Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:

Thorough knowledge of standard office practices, procedures, equipment and secretarial techniques; thorough knowledge of business English, spelling and arithmetic; thorough knowledge of the organization and functions of the department and of general administrative policies and practices; ability to keep office records and to prepare accurate reports from file sources; ability to perform and organize work independently; ability to type and transcribe dictation at a reasonable rate of speed; ability to prepare effective correspondence on routine matters and to perform routine office management details without referral to supervisor; skill in the use of personal computer hardware and software and general office equipment; ability to establish and maintain effective working relationships with associates and the general public.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to graduation from high school and extensive office assistance experience.

SPECIAL REQUIREMENTS:

Work may be required at times, outside of normal business hours to accommodate the needs of the client.