

PROCESSING ASSISTANT IV

SECTION I - GENERAL INFORMATION:

- A. This position is assigned to the clerical unit of the agency. Position is the primary typist for the Social Work and Income Maintenance units; primary data entry operator; and serves as back-up Receptionist for the front desk. Position completes agency deposits of funds; serves as backup to code and key invoices for agency accounts receivables; and serves as backup for Payroll Clerk. As the primary typist, worker is required to type, compose and update various documents, forms and reports for the Social Work and Income Maintenance units. The position is responsible for regular receptionist duties and is required to greet clients and visitors; answers incoming telephone lines; provides general information concerning programs and services of the agency; is responsible for seeing that clients and visitors are directed to the appropriate staff; maintains the Alexander v. Flaherty Log and the regular log of all people visiting the agency; makes copies for clients and for agency personnel; as well as issues Fishing License Waivers. This position delivers and picks up the mail to and from the Historic Courthouse and post office, as well as sorts incoming and outgoing mail and performs Notary Public duties for the agency. Position is required to perform emergency shelter management in the event of a disaster. Must have transportation available and be free to attend meetings at any time, occasionally overnight. Must have a valid driver's license and access to a telephone at home. Position will occasionally work overtime, after hours, on weekends and holidays.
- B. Major duties of the position are to serve as primary typist for Social Work and Income Maintenance units; primary data entry operator; backup for the two receptionist positions; and backup for the agency accounts payable and payroll clerk duties.
- C. Position performs duties for the following staff other than the immediate supervisor:
- Director
 - Social Work Supervisor III
 - Income Maintenance Supervisor III
 - Social Workers
 - Income Maintenance Caseworkers

SECTION II - DUTIES AND RESPONSIBILITIES:

A. PUBLIC CONTACT:

- * Position works with the Director, the Social Work unit and the Income Maintenance unit to perform the typing of minutes, narratives, court reports, investigative summaries, letters, memorandums, forms and reports.
- * Position completes agency deposits.

Position serves as backup for accounts payable invoice coding & keying and payroll clerk duties.

Position acts as Receptionist and is required to greet clients and visitors to the agency; direct them to the appropriate staff member; provide general information concerning agency programs and services; obtain information necessary to complete Alexander v. Flaherty Log and regular agency log; explain applicants' rights and obtain applicants' signature on forms; distribute copies to applicant, worker, and receptionist; Daily, serves as the third worker to answer incoming telephone lines; direct callers to appropriate person; and explain agency's public assistance and programs.

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Position works with representatives from other agencies.

Assist with the Operation Santa Program as needed.

Position delivers and pick up mail to and from the Historic Courthouse and Health Department building, as well as sorts the incoming postal and courier mail.

B. RECORDS AND REPORTS:

Key forms, type narratives, court reports, letters and memorandums for agency staff

When performing receptionist duties, log all incoming clients on one of two logs kept at the reception area.

Position completes agency deposits.

Maintains records/reports/files according the current Records & Retention Schedule issued from the state.

Maintains the Returned Medicaid Card log, Returned Checks Log, and the Services Dictation Log.

C. FILES:

Maintain computer folders in organized manner.

Stores information on electronic backup files annually.

D. COMPOSITION:

Compose internal minutes; memorandums; letters; and forms.

Convert various forms/documents to filler documents as needed for agency use.

E. OFFICE EQUIPMENT OPERATION:

Use of personal computer and transcription machine to type dictation and handwritten letters, memos, forms, court reports, narratives, investigative summaries, etc.

Calculator for general office use.

Binding machine to make booklets.

Uses facsimile machine to send and receive information.

Uses standard copy machine to make copies for the Director, workers, supervisors, and clients.

Uses small paper shredder to shred any document that contains confidential information.

F. MAIL:

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Takes mail to Historic Courthouse to be postage-stamped and sent out, picks up courier mail from the Health Department, picks up postage mail from the Finance office and sorts and distributes mail to staff.

As needed, delivers documents, equipment, and packages to various County departments at the Judicial and Historic Courthouse buildings.

G. SUPERVISION RECEIVED:

General supervision by Administrative Officer I.

H. RESOURCE AND GUIDELINE AVAILABILITY:

Resources include the agency Director, Administrative Officer, Social Work Supervisors, and Income Maintenance Supervisor, and various DHHS state personnel. Guidelines would include Physicians Desk Reference, dictionary, office machine manuals, and Information Systems Manuals.

I. OTHER:

Position receives dictated and/or handwritten forms, memorandums, letters, meeting minutes and reports to be typed onto blank forms located in the computer.

Acts as backup to open and close the building.

Acts as backup to complete Work Requisition forms for Public Works office.

Position will perform duties as assigned by the County Manager or County Manager designees during a State of Emergency or other disaster. Will also perform other duties as requested by agency Director or Director Designees.

Assists with the setup of computer files/folders in the Social Services shared folder housed on the IT Department's server.

SECTION III - PERCENTAGES OF TIME BY FUNCTIONAL AREA:

For each functional area, estimate the percentage of time spent in carrying out the assigned responsibilities. It is management's prerogative to also include the percentages of time based on essential functions (ADA).

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Functional Area	Percentage Based On All Functions	Rank of Importance	Percentage Based on ADA Functions
Office Equip. Operation	40	1	
Public Contact	23	2	
Composition	15	3	
Mail	15	4	
Records and Reports	05	5	
Files	01	6	
Other	01	7	
Supervision	00	8	

SECTION V - QUALIFICATIONS REQUIRED

- A. Ability to communicate effectively in person and by telephone.
 Ability to be tactful and courteous, and to answer inquiries.
 Knowledge of grammar, vocabulary and spelling.
 Ability to follow oral or written instructions.
 Knowledge of computers and word processors.

- B. Graduation from high school and demonstrated possession of knowledge, skills and abilities gained through at least two years of office assistant/secretarial experience; or an equivalent combination of training and experience.