

# BUFFALO COUNTY

## POSITION DESCRIPTION

**Department:** DEPARTMENT OF HEALTH AND HUMAN SERVICES

**Position Title:** SUPPORT STAFF SPECIALIST

**Pay Rate:** SALARY SCHEDULE E

**Direct Supervisor:** ASSISTANT TO THE DIRECTOR/CHILD SUPPORT  
COORDINATOR

**Date:** March 26, 2009

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**Purpose of Position:** The employee in this position will be responsible for a wide variety of support staff functions. This person should possess a sound knowledge of all type of clerical duties and office procedures and must maintain a courteous, cheerful and professional manner at all times. This person should also possess the ability to be flexible in performing the wide variety of tasks required.

**Essential Duties:**

This list of duties is not to be construed as all-inclusive, and may be modified as need requires. Special duty assignments will occur.

- Acts as the main receptionist. Politely and courteously answers incoming telephone calls, answers inquires and/or transfers caller to the proper personnel.
- Courteously greets clients/visitors as they enter office and directs them to the appropriate staff for consultation.
- Maintains an orderly office environment and assists with organizing the reception area.
- Intake and closing duties for all services, including client registration, maintaining open case rolodex, adding new clients to master index, logs, set-up files and scanning.
- Enters previous master index cards on Access.
- Completes photocopying and faxing as directed, including shared responsibility for assisting personnel with jams, ordering and filling paper, routine maintenance, etc.
- Locks and unlocks necessary doors and file cabinets in the mornings and at the close of the day. Read and record thermometers in refrigerators and freezer for Public Health Unit.
- Pulls files from closed filing room, as directed and locates files for various staff, upon request.
- Maintains closed filing room, including re-filing closed files, moving files, as shelving space requires and sweeping/cleaning the room.
- Completes filing for staff and thins records as needed.

- Assembles ADRC worker packets, types ADRC forms and ADRC mailings as requested.
- Schedules appointments as requested.
- Collects monies from clients for services provided and issues a receipt.
- Answers inquires regarding immunizations by utilizing the Immunization Software.
- Receives orders and packages, distributes to appropriate personnel as directed.
- Orders and maintains office supplies and master list of supplies.
- Typing as requested.
- Assists in scanning Economic Support file, typing and sending Economic Support review letters and assigning RFA numbers to cases as requested.
- Attends staff meetings and participates in appropriate raining as requested.
- Other related duties as assigned by Supervisor or Director. The duties of this position may be modified, as agency needs dictate.

**Minimum Training, Experience, and Qualifications Required to Perform Essential Job Functions:**

- High school degree or equivalent with a minimum of two years experience in an office environment.
- Ability to work with a variety of computer software, including but not limited to, Microsoft Office, Access and Microsoft Excel.
- Ability to work in a fast pace office environment with multiple tasks assigned under established due dates and timelines.
- Ability to operate a variety of office equipment and machinery, including but not limited to telephone, fax machine, calculator, photocopier, and TV/VCR.

**Physical Requirements:**

- Ability to coordinate eyes, hands, feet and limbs in performing slightly skilled movements.
- Ability to exert very moderate physical effort to sedentary to light work, typically involving some combination of stooping, kneeling, crouching and crawling, lifting, carrying, pushing and pulling up to 20 pounds.
- Ability to recognize and identify degrees of similarities or differences between characteristics of shapes, sounds, and objects associated with job related objects, materials, and tasks.
- Ability to sustain prolonged visual and mental concentration.
- Ability to communicate orally and in writing with others.

**Environmental Adaptability:**

- Ability to work under generally safe and comfortable conditions where exposure to environmental factors such as hazardous conditions or

exposure to disease may cause discomfort, but poses little risk of injury, and is present only in unusual situations.

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

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Employee's Signature

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Supervisor's Signature

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Date

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Date