



THIEF RIVER FALLS, MINNESOTA 56701

## **OFFICE SUPPORT SPECIALIST**

Pennington County Human Services, Thief River Falls, MN, is seeking qualified applicants for a full-time (37.5 hours/week) Office Support Specialist. This position is responsible for receiving, assisting and directing all agency visitors or callers to appropriate department staff and resources and providing clerical and support functions to agency personnel. Candidates must have good communication skills, be able to work positively and effectively with people, complete assignments accurately and quickly and manage several tasks at the same time. Starting wage is \$13.57/hour.

Applicants must apply to and be determined eligible for employment as an Office Support Specialist by the Minnesota Merit System. Minnesota Merit System's on-line application center may be accessed at <http://agency.governmentjobs.com/mnmeritsystem/default.cfm>. Applications for this position will be accepted by the Minnesota Merit System until noon on 05/22/2017. For additional information, contact Ken Yutrzenka, Director, Pennington County Human Services, PO Box 340, Thief River Falls, MN 56701, Telephone (218) 681-2880 or by email at [kcyutrzenka@co.pennington.mn.us](mailto:kcyutrzenka@co.pennington.mn.us).

**Pennington County is an Equal Opportunity Employer**

“Equal Opportunity Employer”

## POSITION DESCRIPTION PENNINGTON COUNTY

### SECTION I: GENERAL INFORMATION

<b>Position Title:</b> Office Support Specialist	<b>Department:</b> Human Services
<b>Immediate Supervisor's Position Title:</b> Varies	<b>FLSA Status:</b> Non-Exempt
<b>Job Summary:</b>  Under the direction of the Human Services Director or unit manager(s), the Office Support Specialist is responsible for receiving, assisting and directing all agency visitors or callers to appropriate department staff and resources after determining needs and issues; by providing clerical and secretarial support to all agency personnel, as needed, to assist the agency run smoothly and in an efficient manner.	

### SECTION II: ESSENTIAL DUTIES AND RESPONSIBILITIES

- Answers, screens, and directs incoming calls. Greets incoming clientele and provides preliminary assistance or directs them to appropriate individuals after determining needs and concerns.
  - a) Determines needs and directs clientele to appropriate individual within the department.
  - b) Responds orally and in writing to general inquiries.
  - c) Distributes various applications for various programs.
  - d) Schedules appointments for walk-ins or refers clients to appropriate workers.
  - e) Assists clients in the completion of various forms, applications or documents.
- Performs a variety of clerical and secretarial related functions within the department.
  - a) Dates, sorts, stamps and distributes incoming mail; collects and prepares outgoing mail. Collects and receipts any checks in the mail for social services, child support payments, or other miscellaneous receipt books.
  - b) Performs various word processing activities within the department such as contracts, letters, reports or other correspondence. Types, edits and proofs materials.
  - c) Updates and replaces program forms, as needed. Prepares packets of program information and verification forms for financial workers.
  - d) Opens new cases and case files. Files documents in appropriate sections of file. Purge files and records in accordance with department practices and procedures. Prepares case files for electronic imaging and scans documents into imaging system.
  - e) Enters and updates PRISM information and hard copy files with any client address changes or employer information. Requests employer identification numbers and updates records.
  - f) Enters or retrieves information from various departmental databases to collect data for staff.
  - g) Copies and sorts materials, as requested.
- Issues new, lost or stolen EBT (electronic band transaction) cards. Inputs client information and answers questions of clients regarding their EBT cards.

- Performs other duties of a comparable level or type, as required.

### SECTION III: WORK REQUIREMENTS AND CHARACTERISTICS

**EDUCATION/KNOWLEDGE REQUIREMENT: Minimum education required to perform adequately in position could reasonably be attained only by completing the following:**

<b>REQUIRED EDUCATION/TRAINING</b> (choose one)		<b>DEGREE INFORMATION:</b> Type of degree: (B.S., M.A., etc.)		
	less than high school diploma	<b>Major field of study or degree emphasis:</b>		
x	High school diploma or GED.			
	1 year college			2 years college
	3 years college			4 years college
	1st year graduate level	<b>Essential knowledge and specialized subject knowledge required to perform the essential functions of the job:</b> <ul style="list-style-type: none"> <li>• Fundamentals of general office and practices and procedures and equipment.</li> <li>• Fundamental knowledge of customer/client service etiquette and practices.</li> <li>• Fundamental knowledge in the use and operation of computer hardware and business productivity software and applications used in a typical office environment including Word, Excel, Outlook, Explorer, Windows, Access or related programs.</li> <li>• Knowledge of data privacy laws and rules.</li> <li>• Fundamental knowledge of agency programs and services.</li> </ul>		
	2nd year graduate level			

**Required Work Experience in Addition to Formal Education/Training:**

No previous experience required.

<b>LICENSE/ CERTIFICATION</b>	<b>Identify licenses/certification required:</b> Requires a valid driver's in the State of MN. Pass MN Merit System Examination.
-----------------------------------	---

<b>ESSENTIAL SKILLS REQUIRED TO PERFORM THE WORK</b>	<b>Skilled in:</b> <ul style="list-style-type: none"> <li>• Oral and written communications.</li> <li>• Word processing.</li> <li>• Using client/customer service etiquette and agency procedures in directing clients/callers to appropriate staff and units within the agency.</li> <li>• Attention to detail and accuracy.</li> <li>• Learning and following record retention procedures and methods in the updating or destruction of agency files and records.</li> <li>• Learning, using and applying agency specialized applications, databases and systems to perform the requirements of the job including (i.e. MAXIS, EDGE, PRISM, SSIS) and general office productivity software.</li> <li>• Performing data entry accurately and in accordance with agency requirements.</li> <li>• Directing callers to appropriate units and staff based upon the issues, concerns and needs of callers and the services provided by various agency units.</li> </ul>
--	--



RESPONSIBILITY FOR DIRECT SUPERVISION OF THE FOLLOWING POSITIONS	
Titles of Positions Directly Supervised	# of Employees
<b>TOTAL</b>	

INDIRECT SUPERVISION:	
Number of employees indirectly supervised:	Total:

<p><b>HAZARDOUS WORKING CONDITIONS:</b> <i>The essential duties of the work are performed under various physical hazards or environmental conditions noted.</i></p>	<p><b>Unusual or hazardous working conditions related to performance of duties:</b> Employee works primarily in an indoor office setting and is exposed to minimal adverse or hazardous physical or environmental conditions. Employees may be exposed to some disagreeable, hostile, uncooperative and/or angry clients or members of the public that can make the job less than desirable but primary responsibility for dealing with these individuals rests with others in the department. Potential hazards and risks can be minimized through departmental procedures, training, and general county risk management techniques employed by the County.</p>
---	--

PHYSICAL JOB REQUIREMENTS: Indicate according to essential duties/responsibilities				
<u>Employee is required to:</u>	Never	1-33% Occasionally	34-66% Frequently	66-100% Continuously
Stand		x		
Walk		x		
Sit				x
Use hands dexterously (use fingers to handle, feel)				x
Reach with hands and arms			x	
Climb or balance	x			
Stoop/kneel/crouch or crawl		x		
Talk or hear				x
Taste or smell	x			



**PHYSICAL JOB REQUIREMENTS: Indicate according to essential duties/responsibilities**

<b>Employee is required to:</b>	<b>Never</b>	<b>1-33% Occasionally</b>	<b>34-66% Frequently</b>	<b>66-100% Continuously</b>
<b>Physical (Lift &amp; carry): up to 10 pounds</b>		x		
<b>up to 25 pounds</b>		x		
<b>up to 50 pounds</b>	x			
<b>up to 75 pounds</b>	x			
<b>up to 100 pounds</b>	x			
<b>more than 100 pounds</b>	x			

**PHYSICAL JOB REQUIREMENTS: Indicate according to essential duties/responsibilities**

**Physical requirements associated with the position can be best summarized as follows:**

**Light Work:**

Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to lift, carry, push, pull, or otherwise move objects in the performance of the job.

**SECTION IV: CLASSIFICATION HISTORY AND APPROVAL**

**This Position Description reflects an accurate and complete description of the duties and responsibilities assigned to the position.**

\_\_\_\_\_  
**Department Head's Signature**

\_\_\_\_\_  
**Date**

**Classification History:**

Prepared 8/2011 by BCC.

