

## **FOREST COUNTY DEPARTMENT OF SOCIAL SERVICES**

### **And**

### **Office on Aging**

#### **Position Description**

Position Title: Clerk

Reports to: Department of Social Service Agency Director and Office on Aging Director

FLSA Status: Nonexempt

County Status: Regular Full Time Employee (35 Hour Work Week)

Pay Grade/Pay Structure: \$15.70-\$17.44 per hour

#### **I. Position Summary**

Serves as a clerical employee to the Department of Social Services, Office on Aging and provides clerical support to all units within the agency. Responsible for support of the Agency's overall operation. Performs related work as required by the Directors.

#### **II. Essential Functions and Primary Duties:**

- Responsibilities include but are not limited to answering the telephone, greeting consumers in a courteous manner, typing documents, making copies, assisting with emergency food share cards, preparation of time cards and performing client registration within the state system.
- Provides assistance in the purchase of office supplies and forms necessary for the operation of the agency and maintain inventory.
- Provides assistance to all staff in document preparation.
- Carries out special and general assignments requiring organization of material and development of procedures without direct supervision.
- Performs related duties and tasks as assigned by the Agency Directors.

#### **III. Additional Responsibilities**

- Coordinates the safe transport of individuals 55 years of age and older to predetermined destinations for medical, shopping, and nutrition purposes.
- Maintains daily reports concerning vehicle mileage, passengers, trip purposes, passenger fares received/deposited, and other required reporting information.
- Develop and manage monthly newsletter for the Office on Aging including organizing the distribution of the newsletter throughout the county.
- Coordinate the publishing of the monthly nutrition menus and bus schedules to the local newspapers.
- Assist Office on Aging Director with updating Nutrition Program rosters, updating and mailing out necessary forms to the Dining Site Managers.
- Attends training sessions as required by the State of Wisconsin and updates manuals when appropriate.

#### **IV. Supervision**

Receives direct supervision from the Agency Directors who will spot check work for completeness, conformance with established policies and effective accomplishment.

#### **V. Physical Demands and Work Environment**

*The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to engage in conversation and is required to speak and listen. The employee is frequently required to sit and use hands to grasp and place objects. The employee is occasionally required to walk and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision and ability to adjust focus.

#### **VI. Minimum Qualifications**

**Education:** A high school diploma or equivalency is required.

**Experience:** No prior experience required, but preference will be given to those with previous training or experience in computers, bookkeeping, and/or any experience or training which provides the required knowledge, skills, and abilities set forth herein.

**Skills, Knowledge and Abilities:** Knowledge of office terminology and procedures. Working knowledge of personal computers and above average keyboarding skills. Excellent written and verbal communication skills. Understanding of state laws pertaining to the operation of the Social Services Department. Possess the ability to make decisions in accordance with laws, regulations, policies and established procedures.

**Licenses and Certifications:** Must possess and maintain a valid Wisconsin Driver's License, a reliable, insured vehicle, and maintain minimum county insurance requirements.

**Forest 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 employees and incumbents to discuss potential accommodations with the employer.**

THIS DESCRIPTION DOCUMENTS THE GENERAL NATURE AND LEVEL OF RESPONSIBILITY ASSOCIATED WITH THIS POSITION. IT IS NOT INTENDED TO BE A COMPREHENSIVE LIST OF ALL ACTIVITIES, DUTIES AND RESPONSIBILITIES REQUIRED OF INCUMBENTS. IT IS NOT INTENDED TO LIMIT OR MODIFY THE RIGHT

OF ANY SUPERVISOR TO ASSIGN, DIRECT, AND MONITOR THE WORK OF EMPLOYEES  
UNDER SUPERVISION.

Approvals: Approved by Personnel Committee on November 1, 2018

Department Head: \_\_\_\_\_ Date: \_\_\_\_\_