

**CLERK TYPIST**  
**COLUMBIA COUNTY HEALTH AND HUMAN SERVICE DEPARTMENT**

**POSITION DESCRIPTION**

**I. Position Summary:**

The position is a full-time position in the Health and Human Services Department under the general supervision of the Support Services Division Administrator. The mission statement of Columbia County Department of Health & Human Services is to promote and protect the health and safety of our community. The individual in this position works independently to perform a variety of moderately to highly complex office procedures, according to prescribed practices and, utilizing independent decision making, works collaboratively with all Department staff in a highly demanding and fast-paced office environment.

**II. Essential Duties and Responsibilities:**

1. Greet, assess, and direct all visitors/callers to the agency;
2. Learn, implement, and maintain new office computer programs, job duties, and, policies and procedures, mandated by the State, County, Department, or Division;
3. Learn and become an expert at data reporting into State mandated computer systems, as well as provide necessary training to new staff and outside vendors;
4. Plan, create, and maintain the Department's website pages and social media sites;
5. Plan, create, and maintain the Department's informational and educational tools for communicating with the public including Brightsign monitors, the Department Newsletter, and the Community Resource Guide;
6. Create and maintain daily, weekly, and monthly schedules for management staff, Department staff, conference rooms, agency vehicles, vaccination clinics, and the Electronic Visitors Log;
7. Work independently and perform job responsibilities with a minimal amount of direct supervision;
8. Share responsibilities of the day-to-day operations of an office;
9. Create, save, image, index, maintain and dispose of records, both paper and virtual, according to State Statutes and County Ordinances;
10. Conceptualize, create, and proof reports, forms, brochures, correspondence, newsletters, and other marketing materials;
11. Maintain statistics for Department, County, State, & Federal reporting.

### **III. Education Requirements:**

1. Computer experience required, especially with Microsoft products Outlook, Excel, Word, PowerPoint, SharePoint, Publisher, and TEAMS
2. Must meet one of the following criteria:
  - Associate Degree from an accredited vocational, college, or technical school in one of the secretarial sciences, and a minimum of one (1) year of related office experience, OR
  - High School diploma or its equivalent supplemented by post high school course work with at least two semesters in the secretarial theory at a post High School educational institution and a minimum of two (2) years of related work experience, OR
  - Combination of training and experience equivalent to the above or specific to the job.

### **IV. Knowledge, Skills, Licensure and Experience Required:**

1. Ability to apply HIPAA and Civil Rights policies & procedures while engaging with the public;
2. Ability to use and maintain the Department's internet site, and social media sites,
3. Ability to understand and effectively carry out verbal and written instructions
4. Ability to work independently, and utilize independent decision making, based on Department policies and procedures, and staff training;
5. Ability to work under pressure, learn quickly, and apply new information;
6. Knowledge of the principles and procedures of filing systems, with the ability to organize and maintain filing systems and other records, both in electronic and hard copy format;
7. Knowledge of business English, grammar, spelling, composition, and proofreading;
8. Knowledge of data base entry, maintenance, and best practices;
9. Ability to establish and maintain positive, respectful & professional working relationships with the general public, Department staff, and our providers;
10. Ability to assess individuals and adapt approaches to effectively work with different target populations served by the Department;
11. Ability to accurately type 50 words per minute
12. Ability to use general office equipment, including faxes, scanners, computers, printers, folders, copiers, phone, and switchboard;
13. Creativity and experience using Microsoft Outlook, Word, Excel, Publisher, PowerPoint, and SharePoint;
14. Possess valid Wisconsin Drivers' license;
15. Maintain automobile liability insurance.

## **V. Physical Requirements:**

1. Ability to lift/carry/push/pull at least 50 pounds;
2. Frequent bending, lifting, twisting, stretching, squatting, sitting, standing and walking;
3. Visual acuity;
4. Ability to hear normal conversation;
5. Ability to communicate in a clear manner, (Spanish translation a plus);
6. Good manual dexterity of hands and fingers.

The position description is not to be interpreted as all-inclusive. The intention is to identify major responsibilities and requirements of this position. There may be requests to perform job-related responsibilities and tasks other than those stated on this description.

11.23.2022