

Aitkin County Board of Commissioners
Request for County Board Action/Agenda Item Cover Sheet



To: Chairperson, Aitkin County Board of Commissioners Date: 5/7/2014

Via: Roxy Traxler, Interim County Administrator

From: Bobbie Danielson, HR Manager *Bobbie Danielson*

Title of Item:

Personnel Committee Recommendations

Requested Meeting Date: 5/13/2014 Est. Presentation Time: Consent or 10 Mins

Presenter: Roxy Traxler, Interim County Administrator or Bobbie Danielson, HR Manager

Type of Action Requested (check all that apply)

- For info only, no action requested
- For discussion with possible action
- Let/Award Bid or Quote (attach copy of basic bid/quote specs or summary of complex specs, each bid/quote received & bid/quote comparison)
- Approve/adopt proposal by motion
- Authorize filling vacant staff position
- Request to schedule public hearing or sale
- Request by member of the public to be heard
- Item should be addressed in closed session under MN Statute _____
- Approve under Consent Agenda
- Adopt Ordinance Revision
- Approve/adopt proposal by resolution (attach draft resolution)
- Other (please list) _____

Fiscal Impact (check all that apply)

- Is this item in the current approved budget? Yes _____ No _____ (attach explanation) n/a
- What type of expenditure is this? Operating Capital Other (attach explanation) n/a
- Revenue line account # that funds this item is: _____
- Expenditure line account # for this item is: _____

Staffing Impact (Any yes answer requires a review by Human Resources Manager before going to the board)

- Duties of a department employee(s) may be materially affected. Yes No
- Applicable job description(s) may require revision. Yes No
- Item may impact a bargaining unit agreement or county work policy. Yes (negotiate impact)
- Item may change the department's authorized staffing level. Yes No



Supporting Attachment(s)

- Memorandum Summary of Item
- Copy of applicable county policy and/or ordinance (excerpts acceptable)
- Copy of applicable state/federal statute/regulation (excerpts acceptable)
- Copy of applicable contract and/or agreement
- Original bid spec or quote request (excluding complex construction projects)
- Bids/quotes received (excluding complex construction projects, provide comparison worksheet)
- Bid/quote comparison worksheet
- Draft County Board resolution
- Plat approval check-list and supporting documents
- Copy of previous minutes related to this issue
- Other supporting document(s) (please list) various handouts, please see attached

Provide (1) copy of supporting documentation NO LATER THAN Wednesday at Noon to make the Board's agenda for the following Tuesday. (If your packet contains colored copies, please provide (4) paper copies of supporting documentation as we do not have a color printer or copier.) Items WILL NOT be placed on the Board agenda unless complete documentation is provided for the Board packets.

AITKIN COUNTY HUMAN RESOURCES

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To: Aitkin County Commissioners
Roxy Traxler, Interim County Administrator

From: Bobbie Danielson, HR Manager



Date: May 7, 2014

Subject: Personnel Committee Recommendations

Recommendations

The Personnel Committee met on May 7, 2014, and recommends the following:

1. Amend the County Administrator job description as proposed, copy attached. The position will follow the non-union compensation guidelines and negotiations with the top finalist will be conducted by the Personnel Committee. References to “Central Services” will be removed from all job descriptions.
2. Create 2 Case Aide positions, post internally, and eliminate the 2 corresponding Office Support Specialist positions. Please find additional information attached.
3. Part-time employee benefit accruals were discussed, they currently vary across the county from being eligible at 14, 16, or 20 hours per week. Amend the non-union part-time employee benefit accrual from 16 or more hours per week to simply being “eligible” for pro-rated time. This excludes seasonal and temporary positions. The payroll system functions with an on/off benefit accrual feature and the goal is to negotiate a similar change in all collective bargaining agreements so it is consistent countywide.
4. Adopt updated job descriptions and classification list. This is submitted as a separate agenda item.

Action Requested

Motion to accept the Personnel Committee’s recommendations as presented.



Position Description

COUNTY ADMINISTRATOR

Department Administration

Reports to County Board

FLSA Status Exempt

Union Status Non-union Position,

Deleted: Individual Contract

Final Appointing Authority

This position shall not be filled until final approval of the County Board. All offers of employment are made in writing.

Objective / Summary

The County Administrator serves as the chief administrative officer of the County, per Minnesota Statute 375A.06, and is responsible for the overall operation of county government under general direction of the County Board of Commissioners. The County Administrator, considering the department specific input of elected officials, provides leadership, direction, and support to all County departments. The County Administrator manages and oversees the administration and coordination of County services in accordance with County Board ordinances, regulations, resolutions, policies, and state laws. The County Administrator establishes goals and objectives within the policy directives set by the County Board, and assists subordinate managers in developing and implementing procedures to accomplish goals and objectives. The County Administrator is responsible for developing and managing the County budget.

Job Summary

The County Administrator is responsible for the administration of all County Board ordinances, regulations, resolutions and policies and for the administration and direction of all programs and functions of government under the jurisdiction of the Board of County Commissioners. The County Administrator is charged with leading the organization and building an organizational culture that supports and implements the County Mission. All non-elected department heads report to the County Administrator. Works under broad policy direction of the County Board. The Administrator has wide latitude for the exercise of independent judgment and decision making over county government functions.

Supervision Received

Employees working in this job class work under administrative direction and are free to plan, develop, and organize all phases of the work necessary for its completion within broad program guidance. Generally, they develop and utilize procedures and methods that do not conflict with major organization policies.

Supervision Exercised

All non-elected department heads report to the County Administrator. The County Administrator is responsible, through subordinate supervisors, for the performance of all non-elected County employees. Provides direct

Deleted: Manages all department heads, in addition to the



Position Description

supervision of Building Maintenance Supervisor, Veterans Services Officer, Economic Development/Forest Industry Coordinator, and clerical support. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.

Essential Functions

This position description is not intended to be all-inclusive. Employee may perform other essential and nonessential functions as assigned or apparent to meet the ongoing needs of the department and organization. Regular attendance is an essential requirement of this position.

1. Carries out day-to-day administrative functions of the County. Establishes goals and objectives for all departments to ensure compliance with County Board policy directives, and applicable rules and regulations. Provides assistance and management direction to County departments and programs through program review, fiscal control, and administrative overview.
2. Prepares and recommends policy to the County Board regarding county government operations. Advises the County Board regarding short and long range goals and recommends appropriate programs to attain them. Provides direction for the overall operation of county government and coordination with elected and state appointed offices.
3. Provides supervision and direction to subordinate staff and department heads in developing policy recommendations and programs and in clarifying and delegating County Board directives and policies.
4. Manages administrative services functions, including preparation for official Board proceedings. Provides central administrative services to all County departments, including human resources, information systems, building maintenance, property management, risk management, purchasing, motor pool, and other services. Ensures effective risk management programs and practices (safety, liability, property, etc.) exist to preserve and protect County assets. Prepares and recommends policy to the County Board regarding County government operations.
~~May participate in union contract negotiations and act as the chief negotiator. Participates in the management of said contracts. Adjusts grievances on behalf of the employer.~~
5. Directs and coordinates the management of County finances, including the preparation and presentation of proposed annual budgets and a Capital Improvement Plan. Analyzes data and makes recommendations. Reviews and revises department budget proposals, consolidates department budgets, reviews and/or alters any budget County-wide; prepares the budget message, presents the preliminary and final budget proposals, and administers the approved budget. Directs the establishment and development of the County's budgetary system to be used by all departments, including County-wide accounting policies and procedures.
6. Represents the county and communicates on behalf of the county to individuals, groups, organizations, other units of government, and media. Leads the County-wide management team and conducts management team meetings and communications. Establishes effective team relations with county administrative elected officials
7. Strategic planning: continually evaluates the organization, administration and services provided by county government. Advises in the formulation of legislative proposals.
8. Provides supervision and leadership to department heads, the Administration department staff and, indirectly, all County employees. Has the authority to discipline, hire, and fire appointed department heads upon County Board authorization. Conducts ongoing feedback, coaching, mentoring, and performance reviews, and evaluates performance of department heads and Administration Department staff.
9. ~~_____~~

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Deleted: Oversees preparation of the annual budget and long range capital expenditure program. Prepares reports, analysis and recommendations regarding the county's current and future financial position. Implements, monitors and enforces the provisions of the approved budget

Moved (insertion) [1]

Deleted: central services s

Deleted: Administrative Services

Deleted: <#>Establish goals and evaluate performance for appointed department heads. Authority to discipline all appointed department heads. Authority to hire and fire all appointed department heads with county board authorization. ¶

Moved up [1]: Leads the County-wide management team and conducts management team meetings and communications. Establishes effective team relations with county administrative elected officials



Position Description

10. Represents the County concerning intergovernmental relationships and initiatives at local, State, regional and federal levels. Creates and implements a program of positive and cooperative intergovernmental relations with local cities and townships and with neighboring counties.
 11. ~~Spearheads and coordinates economic development programs and initiatives in close cooperation with business community and county cities and townships.~~
 12. Attends professional meetings and keeps informed of new developments in government operation and management.
 13. Responsible for management and long range planning for county buildings and infrastructure.
 14. ~~Responsible for communications that maintain relationships key to the function of the County; plans and carries out communications at a level that can impact the morale and performance of staff, and the overall perception by the general public. Directs and manages public relations and acts as liaison between the County Board County employees and the public. Fields and responds to complaints, suggestions, and comments from the public on County services.~~
 15. ~~v.~~
 16. Adheres to collective bargaining agreements, county policies and procedures, and applicable laws, including timely/accurate reporting and consistent/uniform administration of EEO, FLSA, FMLA, ADA, Workers' Compensation and Return to Work programs, in close collaboration with the Human Resources Department. Completes departmental new hire orientations promptly and staff performance appraisals in accordance with county policy.
 17. Conducts business in accordance with the Open Meeting law.
 18. Serves as the Minnesota Government Data Practices Act Responsible Authority. Appropriately responds to requests for government data. Maintains department data in accordance with records retention schedules.
 19. Coordinates annual emergency practice drills in department and serves as a member of the county's crisis management team.
 20. Attend seminars and workshops as needed.
- Performs other related duties as assigned or apparent.

Deleted: <#>Prepares County Board agendas and minutes, attends all Board meetings, certifies Board actions. Approves and signs off on legal documents, etc. as Chief Administrative Officer of the county.¶

Deleted: Serves as Official spokesperson for the county.

Minimum Qualifications

Bachelor's degree in Public Administration, Business Administration, Public Finance, Political Science or a related field, and minimum of four years progressively responsible work experience, three of which must be served in an administrative or managerial capacity in a multi-function service organization. Master's degree preferred.

Exceptional oral and written communication skills are required as well as advanced skill in planning, organizing and coordinating diverse functions. Training or experience in budget and financial analysis is highly desirable.

Valid Minnesota driver's license required. U.S. Citizenship required. Employment reference checks and a criminal background check will be performed as part of the pre-employment process.



Position Description

Knowledge, Skills, and Abilities Required

Knowledge of:

1. County and departmental policies, procedures, and practices.
2. Federal, State, and local laws, rules, and regulations relevant to the work performed in this position, including data practices, the open meeting law, accounting, purchasing, information technology, OSHA, and employee and labor relations.
3. Financial management with experience in the preparation and presentation of budgets and fund accrual accounting.
4. Roberts Rules of Order.
5. Principles, practices and legal aspects of public administration as they relate to local government.
6. Organizational theory and effective management practices.
7. Public budgeting preparation, presentation and analysis.
8. Governmental accounting and reporting and the relationships of local, state and federal funding.
9. Minnesota property tax law, impact of levies to property and their calculation.
10. Governmental structure, laws, organization and interdependency of levels of government.

Skill in:

1. Communication and interpersonal skills as applied to interaction with staff, board members, and the general public sufficient to exchange or convey information and to receive work direction.
2. Typing skill sufficient to complete 30 net words per minute without errors.
3. Preparing and making presentations to groups.
4. Reading, writing, and speaking English proficiently. Includes writing departmental policies and procedures and precise memos to Boards, Committees, and other organizations.
5. Effectively organizing, prioritizing, and delegating workload.

Ability to:

1. Present a positive attitude in the workplace, promote a spirit of teamwork and cooperation, and be able to treat co-workers, supervisors, and subordinates with respect, honesty, and consideration.
2. Maintain confidentiality.
3. Make independent decisions.
4. Multi-task and work under pressure in a sometimes demanding environment.
5. Travel and work in excess of standard hours when necessary.
6. Direct a large staff in a broad range of service areas.
7. Plan, direct, supervise and delegate work, as well as work with others in a consulting capacity.
8. Communicate effectively, demonstrating exceptional oral, written and presentation skills. Communicate effectively with County Commissioners, coworkers, government organizations, civic groups, the media and citizens.
9. Analyze and resolve management problems.
10. Understand the political issues of county government. Serve as a liaison between the Board and other elected officials.
11. Accurately calculate wage and fringe benefit costs, budget and levy figures, and forecast county finances.



Position Description

12. Develop and implement short and long range administrative goals and objectives.
13. Prepare and present accurate statistical narrative reports.
14. Evaluate various types of data and make recommendations on the findings.
15. Set direction and interpret elected official needs.
16. Direct, supervise and delegate work effectively.
17. Understand human development and thought processes.
18. Maintain a safe working environment.

Language Skills

Very High Skills – Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups, and/or governing boards.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to calculate figures and amounts such as discounts, interest, area, and volume. Ability to apply concepts of basic algebra and geometry. Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Reasoning Skills

Very High Skills - Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills

To perform this job successfully, an individual should be proficient at using the following software.

County Payroll Software E-time, Webfusion, Microsoft Word, Excel, Outlook, Publisher, Access, PowerPoint, Inventory Management Software, Data Backup and Recovery Software, Recordkeeping Software, and other job-related software programs.

Ability to Travel

Travel required for trainings and meetings in and out of Aitkin County.

Competencies

To perform the job successfully, an individual should consistently demonstrate the following competencies (descriptions available upon request):

Ethics, attendance/punctuality, safety and security, dependability, analytical, design, problem solving, project management, technical skills, customer service, interpersonal skills, oral communication, written



Position Description

communication, teamwork, change management, delegation, leadership, managing people, quality management, business acumen, cost consciousness, diversity, organizational support, judgment, motivation, planning/organizing, professionalism, quality, quantity, adaptability, initiative, strategic thinking, visionary leadership, innovation, flexibility, and crisis management.

Work Environment

The noise level in the work environment is usually quiet to moderate.

Equipment and Tools

Computer, copier, fax, telephone, cell phone, remote access equipment, printer, calculator, shredder, emergency weather-alert system, county-owned vehicles, and personal vehicle (requires proof of insurance on file).

Physical Activities/Requirements

Climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, carrying, use of fingers, grasping, talking, hearing, seeing, and repetitive motions. Must have the ability to lift and/or carry up to 20 pounds.

While performing the duties of this job, the employee performs light work, exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Working safely is a condition of employment. Aitkin County is a drug-free workplace.

Disclaimer

The above statements are intended to describe the general nature and level of the work being performed by employees assigned to this job classification. This is not an exhaustive list of all duties and responsibilities. Aitkin County reserves the right to amend and change responsibilities to meet organizational needs as necessary. This job description does not constitute an employment agreement between the employer and employee.

Reasonable Accommodation Notice

The 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.

05/13/2014

"Providing Quality Services and Efficient Resource Management for the Citizens and Guests of Aitkin County."

Aitkin County Health & Human Services

204 First St. NW
AITKIN, MINNESOTA 56431
PHONE 1-800-328-3744 or 1-218-927-7200 - FAX # 927-7210

DATE: April 4, 2014
TO: Personnel Committee
FROM: Tom Burke
SUBJECT: Office Support Specialist to Case Aide Positions

Health and Human Services has made adjustments in our personnel based on the number of consumers we serve, the complexity of the cases we see, changes in federal and state laws and/or policies and how we can better draw down revenue from federal and state fiscal streams. We have been very frugal in making requests as the adjustments we make need to balance between the need of the consumers we serve and the tax payers who fund our work. We have also been very forward thinking so that any adjustments made in staffing will have a lasting impact. Our planning is somewhat hindered in that we do not always know how many consumers we will actually see nor are we able to accurately predict the severity of the issues we will face. However we have been successful in providing a wide range of services for our consumers while maintaining an acceptable fund balance.

Our management team has been very focused in assuring we are using our staff in the most effective and efficient manner possible. We make adjustments in staffing whenever we identify a possible best practice and if we can enhance our revenues. While no two counties have the exact staffing pattern, each county must utilize the resources they have at hand to complete/meet their responsibilities. When we make changes we not only want staff to understand the change, we also want them to understand the why. We ask staff to learn their new duties and how it fits into the overall agency scheme. We have found that staff, who understand why their work is important, make better employees as they see the agency values what they do. Our team also feels that when we ask staff to make changes, that we compensate them for the work they do.

Based on the philosophy noted above, our team has recognized a change within Office Support Staff (OSS) that warrants realignment. As we look back over the last 4-5 months, it is easy to see that some of the work being completed within the front office OSS could be pooled into two of our 6 OSS positions. This shift would move the positions from an OSS level to that of a Case Aide (CA). The CA job description would be used as written. The OSS job description will remain intact for the 4 positions that will be maintained. We feel this reclassification is warranted now.

There is a positive fiscal impact to this move. As an OSS position, the expenses are part of the overall cost pool for PH, IM and SS. The cost pool expenses are allocated over all the programs based on time studies of direct staff. As a CA position, the position participates in the time studies directly which leads towards more direct reimbursement. In the IM department for example, this reimbursement can be up to 50% of the position's expenses. While in the SS realm there is no set amount, the money we will gain will more than cover the costs of converting the position.

Current OSS positions that reflect the Case Aide level duties & decrease in duties from the OSS position description

Position # 1:

- This position is a backup to the coordination of the SSIS system of information and records management which involves data entry, knowledge of client population, program areas, our services and how each relates to the other so the information system runs efficiently and accurately in order to manage the information and generate in excess of 50 DHS reports.
- Creates the templates in SSIS of which there are currently 130.
- Manages the Clearing Log in SSIS to clear client's information to the State which allows the Social Workers to complete their adult and child protection work and reporting.
- Makes decisions regarding the archiving of the files for the scanning process by preparing cases/files, conducting adoption research, and assessing needs.
- Prepares cases/files, conducts adoption research, assesses need and makes decisions regarding archiving the files for the scanning process.
- Processes MAXIS applications which include pending new applications as well as renewals and household report forms which is sensitive data that affects client eligibility.
- Backup to assist agency staff with direct client services for transportation.

Decrease in the following areas of OSS duties:

- Composes, types, and edits correspondence, memos, forms, reports, and other documents from rough drafts or dictation, proofing for accuracy, completeness, and compliance with applicable regulations using knowledge of procedures to determine the correct format.
- Creates and maintains paper filing system.

Position # 2:

- Establishes the formats (based on the program areas) within the scanning system for archiving.
- Makes decisions regarding the archiving of the files for the scanning process by preparing cases/files, conducting adoption research, and assessing needs.
- Prepares and processes Purchase of Service Contracts for the Social Workers/Supervisors. Organizes and monitors the agency contracts with service providers.
- Processes MAXIS applications which include pending new applications as well as renewals and household report forms which is sensitive data that affects client eligibility.
- Coordinates the Income Maintenance Random Moment Time Study (IMRMS) in order to allocate administrative costs, borne by county income maintenance agencies, to federal grants to enable counties to receive appropriate federal funding.
- FTI Coordinator will ensure the FTI (Federal Tax Information) and SSA (Social Security Administration) information safeguards are in place and maintained to prevent unauthorized use and disclosure, and to protect the confidentiality of that information to avoid the risk of prosecution for monetary or imprisonment penalties.

Decrease in the following areas of OSS duties:

- Composes, types, and edits correspondence, memos, forms, reports, and other documents from rough drafts or dictation, proofing for accuracy, completeness, and compliance with applicable regulations using knowledge of procedures to determine the correct format.
- Creates and maintains paper filing system.

Based on the facts that moving two positions from OSS to CA is warranted by the ongoing work load and that the move is a positive fiscal impact, I would request that H&HS be allowed to make this transition.

This chart shows where our current OSS staff is today and where each respective staff would be placed if they were one of the two positions moved to a CA level.

Current R Level	Current Pay Level	Proposed Pay-1 Level or CA	Difference- Per Hour	Difference- Per Year	
3	\$14.17	\$14.76	\$0.59	\$1,227.20	*Moved to step 4
4	\$14.76	\$15.03	\$0.27	\$561.60	**Moved to P-Step 2
5	\$15.46	\$15.72	\$0.26	\$540.80	**Moved to P-Step 3
5	\$15.46	\$16.16	\$0.70	\$1,456.00	*Moved to step 6
5	\$15.46	\$16.16	\$0.70	\$1,456.00	*Moved to step 6
9	\$18.43	\$18.75	\$0.32	\$665.60	**Moved to P-Step 7



CASE AIDE

Department Health and Human Services Department
DBM/Grade To be determined
Reports to Assigned Supervisor
FLSA Status Non-exempt
Union Status AFSCME HHS Unit

It is important to note that case aides do not have to know all that is in this description nor is this description inclusive of all possible duties. This is an example of what duties may be performed in order to show level of responsibilities.

Final Appointing Authority

This position shall not be filled until final approval of the County Administrator. All offers of employment are made in writing by the Human Resources Department.

Job Summary

To provide paraprofessional support to administration and line staff.

Supervision Received

Employees working in this job class work under general supervision and usually receive some instruction with respect to details of most assignments, but are free to develop their own work sequences within established procedures, methods, and policies. They are often physically removed from their supervisor and are only subject to periodic supervisory checks.

Supervision Exercised

No formal supervisory authority.

Essential Functions

This position description is not intended to be all-inclusive. Employee may perform other essential and nonessential functions as assigned or apparent to meet the ongoing needs of the department and organization. Regular attendance and punctuality are essential requirements of this position.

1. Determines eligibility of clients for state and federal programs, both initially and ongoing, and maintains complete and accurate records on client eligibility. Ensures the delivery of services meets county, state, and federal laws, mandates, policy requirements and/or standards.
2. Creates, monitors, processes, and maintains case records/charts with required documentation. Reviews case records for completion of required agency forms.
Creates the templates in SSIS of which there are currently 130.
Manages the Clearing Log in SSIS to clear client's information to the State which allows the Social Workers to complete their adult and child protection work and reporting.



Position Description

3. Explains social service, income maintenance, public health, and other community programs and services to individuals or groups.
4. Explains services and application procedures to individuals or groups and assists individuals in completing social service application forms.
5. Interviews clients to obtain and verify necessary factual information. Monitors and reports to appropriate staff the behavior of clients and their families during assigned visits and contacts. Investigates/obtains additional information from the applicant/client or collateral source when required through phone calls, correspondence, or personal contact in order to clarify or obtain necessary facts on applications and forms.
6. Makes appropriate referrals to the agency and/or other community resources.
7. Makes contact with community resources as assigned.
8. Informs clients of the right to appeal and of other rights.
9. Performs clerical functions as assigned.
10. Performs statistical operations relevant to social service program procedures, such as collecting data and generating reports required to meet state and federal requirements.
11. Assists professional staff and supervisors in processing and monitoring purchase of service contracts.
Prepares and processes Purchase of Service Contracts for the Social Workers/Supervisors.
Organizes and monitors the agency contracts with service providers.
12. Composes correspondence and constructs reports as needed.
13. Assists other agency staff with client groups, day care, foster care, and volunteers. Assists staff with direct client services, such as visitation, transportation, and budgeting.
14. Manages data exchanges between county and state information systems.
Backup to the coordination of the SSIS system of information and records management which involves data entry, knowledge of client population, program areas, our services and how each relates to the other so the information system runs efficiently and accurately in order to manage the information and generate in excess of 50 DHS reports.
Processes MAXIS applications which include pending new applications as well as renewals and household report forms which is sensitive data that affects client eligibility.
15. Maintains state program equipment inventory.
Backup to assist agency staff with direct client services for transportation.
16. Attends training and meetings as needed. Participates in meetings, committees, new staff orientations, workshops, training sessions, special projects and program development/evaluation.
17. Performs other related duties as assigned or apparent.
18. Makes decisions regarding the archiving of the files for the scanning process by preparing cases/files, conducting adoption research, and assessing needs.
Establishes the formats (based on the program areas) within the scanning system for archiving.
19. Coordinates the Income Maintenance Random Moment Time Study (IMRMS) in order to allocate administrative costs, borne by county income maintenance agencies, to federal grants to enable counties to receive appropriate federal funding.



Position Description

Minimum Qualifications

Must be eligible for appointment by the MN Merit System.

High school diploma, plus three years of successful clerical experience and/or experience working with the public, or the equivalent.

or

Two years of successful clerical experience in a social services/human services agency.

or

Two years of experience as a Community Service Aide or similar experience in a private non-profit agency or other public agency.

or

Two years of study at an accredited two or four year college/university or similar institution, with emphasis in the behavioral sciences (at least 23 quarter credits or 16 semester credits).

Valid Minnesota driver's license required. U.S. Citizenship required. Employment reference checks and a criminal background check will be performed as part of the pre-employment process.

Knowledge, Skills, and Abilities Required

Knowledge of:

1. County and departmental policies, procedures, and practices.
2. Federal, State, and local laws, rules, and regulations relevant to the work performed in this position.
3. Interviewing techniques and skills in conducting interviews.
4. Human behavior.
5. Agency programs, operations, policies and procedures.
6. Available community resources.
7. Basic mathematics.
8. Advanced office principles and procedures, accounting, and recordkeeping skills.
9. Working knowledge of the methods and techniques for a multitude of state and federal Health and Human Service programs.

Skill in:

1. Communication and interpersonal skills as applied to interaction with supervisors, staff, and the general public sufficient to exchange or convey information and to receive work direction.
2. Typing skill sufficient to complete 60 net words per minute without errors.
3. Skill in organizing and prioritizing work.

Ability to:



Position Description

1. Present a positive attitude in the workplace, promote a spirit of teamwork and cooperation, and be able to treat others with respect, honesty, and consideration.
2. Relate to people in an appropriate manner.
3. Organize and coordinate job activities.
4. Gather and interpret facts relating to eligibility.
5. Accurately and rapidly process detailed information.
6. Make decisions.
7. Remain objective and make sound decisions.
8. Establish and maintain effective working relationships with clients, public, co-workers, and agency administration.
9. Establish and maintain accurate and systematic records.
10. Express ideas clearly.
11. Comprehend written and verbal instructions.
12. Communicate effectively, both orally and in writing.
4. Accurately enter data on departmental systems.
5. Maintain confidentiality.
6. Drive safely while traveling and transporting passengers.
7. Assess possible problems during visitations/client appointments and take appropriate actions.
8. Maintain composure under stressful situations.
9. Read and interpret court orders, legal documents and state statutes.

Language Skills

Intermediate Skills - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Skills

Intermediate Skills – Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills

To perform this job successfully, an individual should be proficient at using assigned software which may include:

County Payroll Software E-time, Microsoft Word, Excel, Outlook, Publisher, Access, PowerPoint, Follow Along Program, PHAT, MMIS, MN-ITS, CATCH3, MAXIS, PRISM, SSIS, SMI/SIR, HUBERT, Odessey, Adobe, Internet and other job-related software.



Position Description

Ability to Travel

Regularly travel to various clinic sites, mandatory trainings, client transports and visits.

Competencies

To perform the job successfully, an individual should consistently demonstrate the following competencies (definitions attached or available upon request):

Ethics, attendance/punctuality, safety and security, dependability, analytical, design, problem solving, project management, technical skills, customer service, interpersonal skills, oral communication, written communication, teamwork, leadership, cost consciousness, diversity, organizational support, judgment, motivation, planning/organizing, professionalism, quality, quantity, adaptability, initiative, and innovation.

Work Environment

The noise level in the work environment is usually moderate.

Equipment and Tools

Computer or laptop, copier, fax, telephone, printer, 10-key calculator, shredder, scanner, Cat 5 network cables, USB flash drives, Kensington locks, router, signature pad, air card, digital camera, digital scales, county-owned vehicles and personal vehicle (requires proof of insurance on file).

Physical Activities/Requirements

Climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, carrying, use of fingers, grasping, talking, hearing, seeing, and repetitive motions. Must have the ability to lift and/or carry up to 30 pounds.

While performing the duties of this job, the employee performs light work, exerting up to 30 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Working safely is a condition of employment. Aitkin County is a drug-free workplace.

Disclaimer

The above statements are intended to describe the general nature and level of the work being performed by employees assigned to this job classification. This is not an exhaustive list of all duties and responsibilities. Aitkin County reserves the right to amend and change responsibilities to meet organizational needs as necessary. This job description does not constitute an employment agreement between the employer and employee.

Reasonable Accommodation Notice

The 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



Position Description

encourages both prospective and current employees to discuss potential accommodations with the employer.

05/2013

“Providing Quality Services and Efficient Resource Management for the Citizens and Guests of Aitkin County.”



OFFICE SUPPORT SPECIALIST

Department Health and Human Services Department
DBM/Grade To be determined
Reports to Assigned Supervisor
FLSA Status Non-exempt
Union Status AFSCME HHS Unit

Final Appointing Authority

This position shall not be filled until final approval of the County Administrator. All offers of employment are made in writing by the Human Resources Department.

Job Summary

To perform moderately difficult office support assignments requiring knowledge of agency programs, procedures and practices, and to serve as liaison between the general public and agency staff.

Supervision Received

Employees working in this job class work under general supervision and usually receive some instruction with respect to details of most assignments, but are free to develop their own work sequences within established procedures, methods, and policies.

Supervision Exercised

No formal supervisory authority.

Essential Functions

This position description is not intended to be all-inclusive. Employee may perform other essential and nonessential functions as assigned or apparent to meet the ongoing needs of the department and organization. Regular attendance and punctuality are essential requirements of this position.

1. Provides courteous, high quality service to the public by asking questions to determine client needs and then directing clients to the appropriate staff member, department or meeting or by diffusing and redirecting belligerent clients before hostility escalates.
2. Greets and assists clients in proper completion of forms and applications based on knowledge of agency programs, policies and procedures, and gathers personal medical identification numbers and electronic benefit transfer cards after identity verification.
3. Communicates information to the public or interdepartmental representatives in situations where good judgment and correct interpretation of departmental policies and regulations are required.
4. Photocopies reports, forms, correspondence, and other agency documents.
5. Operates multi line telephones, directing calls, taking accurate messages, and providing agency program information and community resource information to callers.
6. Sorts, screens, prioritizes and distributes incoming mail, interagency correspondence and court documents and collects, prepares and delivers outgoing mail in a timely manner.



Position Description

7. Composes, types, and edits correspondence, memos, forms, reports, and other documents from rough drafts or dictation, proofing for accuracy, completeness, and compliance with applicable regulations using knowledge of procedures to determine the correct format.
8. Creates and maintains filing system, performs data entry, and maintains computer database files.
9. Sorts, files, purges and scans agency records and case files in accordance with state and federal mandates and agency procedures. Pulls files for other staff upon request.
10. Operates all office equipment: computers, typewriters, dictation system, scanning system, calculators, photocopiers, fax machines, postage machines, laminators, and multi-phone lines.
11. Troubleshoots staff problems and issues with computer programs, equipment, and agency policy/procedures.
12. Takes meeting minutes and prepares and enters statistical data such as charts, tables, and graphs from written, typed or verbal instructions.
13. Creates newsletters, brochures, and other printed materials using desktop publishing software.
14. Assembles informational packets, ordering and updating forms and brochures for all divisions, maintaining adequate inventory.
15. Attends training and meetings as needed.
16. Performs other related duties as assigned or apparent.

Minimum Qualifications

Must be eligible for appointment by the MN Merit System.

Administrative Support Diploma or college coursework in administrative support applications, business English, business communications, typing, Microsoft Office software, or closely related field, plus one or more years of general clerical experience.

Valid Minnesota driver's license or access to reliable transportation for infrequent travel that may be required for off-site training or other job-related activities. U.S. Citizenship required. Employment reference checks and a criminal background check will be performed as part of the pre-employment process.

Must have the ability to focus and work productively despite frequent interruptions.

Knowledge, Skills, and Abilities Required

Knowledge of:

1. County and departmental policies, procedures, and practices.
2. Federal, State, and local laws, rules, and regulations relevant to the work performed in this position.
3. Business English, spelling, grammar and punctuation.
4. Basic math.
5. Agency programs, procedures and policies.
6. General office practices and equipment.
7. Special computer software.



Position Description

8. Record keeping systems in order to maintain administrative and fiscal data and to prepare reports.
9. Other community resources sufficient to be able to refer clients when needed.
10. County customer service objectives and strategies.
11. Proper telephone technique, office and online etiquette.
12. Current technology and trends in the clerical field.

Skill in:

1. Communication and interpersonal skills as applied to interaction with supervisors, staff, and the general public sufficient to exchange or convey information and to receive work direction.
2. Typing correspondence, preparing a quality product in a timely fashion and in a wide variety of typing layouts and formats.
3. Accessing and utilizing data from a computerized record keeping system.
4. Communicating effectively with a wide variety of individuals representing diverse cultures and backgrounds and to function calmly in challenging situations that require a high degree of sensitivity, tact and diplomacy.
5. Typing skill sufficient to complete 35 net words per minute without errors.

Ability to:

1. Present a positive attitude in the workplace, promote a spirit of teamwork and cooperation, and be able to treat others with respect, honesty, and consideration.
2. Operate a variety of office machines.
3. Understand and apply oral and written instructions.
4. Organize and prioritize one's own work.
5. Use human relations skills to positively interact with and to work constructively with clients and other employees.
6. Do sustained typing accurately at a satisfactory rate of speed.
7. Maintain the confidentiality of non-public information according to laws, rules and policies.
8. Organize information into written documents and reports.
9. Multi-task and prioritize client needs to ensure a smooth work flow to rest of staff.
10. Select appropriate financial worker by determining type of income and household size through direct questioning or retrieving information from the database.
11. Communicate effectively, both orally and in writing.
12. Assess the client's immediate needs and ensure client's receipt of needed services and to exercise appropriate judgment in answering questions and releasing information and to analyze and project consequences of decisions and/or recommendations.

Language Skills

Intermediate Skills - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.



Position Description

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Skills

Intermediate Skills – Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills

To perform this job successfully, an individual should be proficient at using assigned software which may include:

County Payroll Software E-time, Webfusion, Microsoft Word, Excel, Outlook, Access, Publisher, MAXIS, MMIS, SSIS, EDocs, PHAT, MEC2, SIR, PRISM, CATCH3, HuBERT, Application Extender (Scanning system), Internet and other job-related software.

Ability to Travel

Infrequent travel may be required for trainings and meetings in and out of Aitkin County.

For the Public Health Office Support Specialist, travel is required to various WIC clinics and immunization and flu clinics throughout Aitkin County.

Competencies

To perform the job successfully, an individual should consistently demonstrate the following competencies (definitions attached or available upon request):

Ethics, attendance/punctuality, safety and security, dependability, analytical, design, problem solving, project management, technical skills, customer service, interpersonal skills, oral communication, written communication, teamwork, leadership, cost consciousness, diversity, organizational support, judgment, motivation, planning/organizing, professionalism, quality, quantity, adaptability, initiative, and innovation.

Work Environment

The noise level in the work environment is usually moderate. Work is performed in an office setting with noise and activity. Requires the ability to be flexible and tolerate numerous interruptions while maintaining a pleasant, personable demeanor.



Position Description

Equipment and Tools

Computer, copier, fax, telephone system, printer, 10-key calculator, shredder, scanner, laminator, emergency weather-alert radios, and other job-related equipment.

County-owned vehicles and personal vehicle (requires proof of insurance on file).

Physical Activities/Requirements

Climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, carrying, use of fingers, grasping, talking, hearing, seeing, and repetitive motions. Must have the ability to lift and/or carry boxes and children weighing up to 50 pounds.

While performing the duties of this job, the employee performs light work, exerting up to 50 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Working safety is a condition of employment. Aitkin County is a drug-free workplace.

Disclaimer

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Reasonable Accommodation Notice

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05/2013

“Providing Quality Services and Efficient Resource Management for the Citizens and Guests of Aitkin County.”

ARTICLE 5: EMPLOYEE BENEFITS AND SERVICES

SUBJECT 5.2: VACATIONS

Effective: 11/28/00

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PURPOSE:

To provide employees with a break from the work environment. This policy also recognizes the work of employees and a reward of additional vacation time after continual years of service.

A. GENERAL PROCEDURES:

The vacation year is recognized as beginning January 1st and ending December 31st.

Vacation Accrual Schedule for Full-Time Employees

<u>Service</u>	<u>Monthly Accrual</u>	<u>Annual Accrual</u>
0 through 2 years	1 day	12 days
3 through 5 years	1-1/4 days	15 days
6 through 10 years	1-1/2 days	18 days
10 through 14 years	1-3/4 days	21 days
15+	2 days	24

Employees in permanent part-time positions, who normally work sixteen (16) or more hours per week, shall earn vacation time on a pro-rata basis.

Vacation leave shall not be earned by any employee during a leave of absence without pay, or time otherwise not paid, except military leave of absence without pay.

B. VACATION USAGE:

Department heads are responsible for scheduling vacation leaves for employees under their supervision. While every effort will be made to accommodate an employee's vacation request, vacations will be scheduled so as not to unduly disrupt the normal operation of the department.

Vacation leave may be taken only to the extent that it is earned.

ARTICLE 5: EMPLOYEE BENEFITS AND SERVICES

SUBJECT 5.3: HOLIDAYS

Effective: 11/28/00

PURPOSE:

It is the County's policy to recognize certain designated days throughout the year as paid holidays.

A. **GENERAL PROCEDURES:**

Employees shall receive the following days as paid holidays:

NEW YEARS DAY
MARTIN LUTHER KING DAY
PRESIDENTS DAY
MEMORIAL DAY
INDEPENDENCE DAY
LABOR DAY
VETERANS DAY
THANKSGIVING DAY
FRIDAY AFTER THANKSGIVING
CHRISTMAS DAY

Non-exempt employees who are required to work on a holiday shall receive compensation at the rate of one and one-half (1-1/2) times the employee's regular straight time hourly rate of pay.

Designated holidays that occur within an employee's approved and compensated leave of absence or vacation shall not be charged to the employee's sick days or vacation time, but shall be recorded as a holiday.

Employees will not receive pay for holidays occurring while on an unpaid leave of absence.

Temporary and seasonal employees are not eligible to receive holiday pay. All permanent part-time employees who work in excess of sixteen (16) hours per will receive paid holidays on a pro-rata basis.

ARTICLE 5: EMPLOYEE BENEFITS AND SERVICES

SUBJECT 5.4: SICK LEAVE

Effective: 11/28/00

PURPOSE:

To provide paid leave to eligible County employees who are unable to work due to personal sickness or injury.

A. **GENERAL PROCEDURES:**

Sick leave shall be earned by full-time permanent employees at the rate of one (1) day for each full month of service.

Sick leave benefits shall only accrue when an employee is on compensated payroll status or for approved military leaves. Sick leave benefits shall not be earned by any employee during a leave of absence without pay or time otherwise not paid.

Temporary or seasonal employees are not eligible for the sick leave benefit. Sick leave shall be earned by permanent part-time employees who normally work sixteen (16) or more hours per week on a pro-rata basis in accordance with the actual hours worked and based on 2080 hours per year.

B. **SICK LEAVE USAGE:**

Accrued sick leave may be used when an employee cannot perform work duties due to the following:

- Personal illness or injury;
- Necessity for medical or dental treatment or examination, where such treatment cannot be scheduled outside of work hours;
- Emergency, illness or injury of the employee's immediate family member which requires the employee's attendance and care;
- Quarantine directed by a medical physician;
- Disability;
- Pre and postnatal care.

An employee must notify the employee's supervisor of sick leave usage prior to the employee's starting time, unless an emergency prevents the employee from doing so. Failure to give such notice may be cause for disciplinary action.