



# Board of County Commissioners Agenda Request

3A

Agenda Item #

**Requested Meeting Date:** 8/13/2019

**Title of Item:** Personnel Committee Recommendations, Office Assistant II (new, FT)

<input checked="" type="checkbox"/> REGULAR AGENDA <input type="checkbox"/> CONSENT AGENDA <input type="checkbox"/> INFORMATION ONLY	<b>Action Requested:</b> <input checked="" type="checkbox"/> Approve/Deny Motion <input type="checkbox"/> Adopt Resolution (attach draft)	<input type="checkbox"/> Direction Requested <input type="checkbox"/> Discussion Item <input type="checkbox"/> Hold Public Hearing* <small>*provide copy of hearing notice that was published</small>
<b>Submitted by:</b> Bobbie Danielson		<b>Department:</b> HR Dept.
<b>Presenter (Name and Title):</b> Bobbie Danielson, HR Director		<b>Estimated Time Needed:</b> 5-10 Minutes
<b>Summary of Issue:</b> <p>The Personnel Committee met on 7/09/2019 and unanimously recommends the following:</p> <p>Create a full-time Office Assistant II position (aka "Office Floater"), Grade 3. A job description is attached. This is a proposed new position that will incur some short-term added expense, but the full intent is that it will result in savings following upcoming retirements. As proposed, this Office Assistant II will begin training in Sept 2019 so the incumbent is prepared to serve four departments (at the front counter in the new building): Auditor, Assessor, Recorder, and Treasurer. This position will serve as the first point of contact to the public and be trained to handle the most common questions and top 4 or 5 entry-level tasks in each department, such as accept tax payments, sort mail, distribute forms, notarize documents, etc. This will reduce interruptions to other staff who are working. This position is our initial/trial run at cross training staff to serve multiple departments. It is an entry-level position covered by the Apscme Courthouse Union. As other courthouse unit positions (Grade 4 and higher) resign/retire, this incumbent will be well-suited to apply for internal promotions in 4 departments and can assist in cross training the new replacement. Providing customer service across four departments will be an added value to customers, existing staff, and department heads. In this transition, the Payroll Technician will also transfer to the HR Department to streamline payroll/personnel functions and HR staff will be trained to serve as payroll back-up. Upon transfer, the HR Director will supervise the Payroll Technician and provide day-to-day oversight, while the County Auditor (or CFO) will continue to oversee payroll-related accounting tasks. Est wage savings \$44,499/year, within 2 years, contingent on retirements.</p>		
<b>Alternatives, Options, Effects on Others/Comments:</b>		
<b>Recommended Action/Motion:</b> Motion to create and authorize filling a full-time Office Assistant II position, Grade 3, and authorizing the Payroll Technician to transfer to HR by September 1, 2019.		
<b>Financial Impact:</b> Is there a cost associated with this request? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No What is the total cost, with tax and shipping? \$ Is this budgeted? <input type="checkbox"/> Yes <input type="checkbox"/> No <i>Please Explain:</i> Short-term, hiring a full-time office floater and not refilling the part-time Admin/HR office assistant = a net added cost of \$25,235. After 2 retirements occur, the salary/benefit savings is estimated to be \$44,499/year.		



## **OFFICE ASSISTANT II**

**Department** Multiple (Auditor, Treasurer, Assessor, Recorder)  
**DBM/Grade** Grade 3  
**Reports to** Department Head  
**FLSA Status** Non-exempt  
**Union Status** AFSCME Courthouse 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 warmly welcome visitors by greeting them in person or on the telephone, using professional business etiquette to make a positive first impression for all. To perform moderately difficult office support tasks requiring knowledge of multiple department's programs, procedures and practices, and to serve as liaison between the general public and 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. Serves as the first point of contact for customers of the County Auditor, Treasurer, Assessor and Recorder's office by phone and in person. Accurately answers general questions, accepts tax payments and processes various payments, refers customers to the appropriate department and staff member when applicable, and takes messages.
2. Hands out birth certificate application forms (and other forms) to customers. Assists customers with completing select application forms, Veteran Service discharges, and homestead applications. Receives notary commissions and minister credentials.
3. Notarizes documents. Sells maps and plat books. Prints copies of field cards and other documents.
4. Performs back indexing in the Recorder's office as assigned. May assist Recorder with tracting as needed. May *receive* recording documents for recording from select customers. May return recorded documents to select customers.



## **Position Description**

5. Processes marriage applications and updates the MOMS marriage system with old marriage records.
  6. Prepares Mobile Home clearance sheets.
  7. Assists with various mailings to taxpayers throughout the year.
  8. Serves as a passport acceptance agent.
  9. Assists customers in the completion of homestead applications and other major property tax program applications. Answers basic questions about value and classification of property.
  10. Provides office support and backup coverage when other staff are out of the office.
  11. Assists with elections, training, registration, voting, reporting, recounts, and other election-related duties as assigned. (Will receive in-house training for Head Judge Certification.)
  12. Assists with claim and receipt processing.
  13. Sorts and distributes incoming mail and collects and prepares outgoing mail.
  14. Assists in maintaining department filing systems (paper and electronic).
  15. Assists in the training of new office support staff as directed.
- Performs other related work as assigned or apparent.

### **Minimum Qualifications**

High school diploma or GED required. College coursework preferred, but not required. This is an entry-level clerical position. Must have superior customer service, computer, and communication skills, as well as demonstrate accuracy and attention to detail with frequent interruptions. Strong multi-tasking skills are essential.

Prior experience working with legal descriptions, property records, real estate taxes, and/or the document recording process is beneficial, but not required.

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

Must become a notary public (not ex-officio notary) appointed by the Governor through the office of the MN Secretary of State within 3 months of hire.

Must be bondable through the Minnesota Counties Intergovernmental Trust (MCIT).

Passport Certificate of Completion issued by Minneapolis Passport Agency/US Department of State. For passport services, an employee must also meet the following qualifications:

- Be a United States citizen or U.S. national
- Be at least 18 years old
- Be approved by the Department of State
- Be a permanent employee of the designated facility (not temporary, *ad hoc*, contractual, or volunteer) or be an employee on-site at a Passport Agency
- Be unable to issue, create, or amend citizenship or identity documents, such as birth certificates and driver's licenses



## ***Position Description***

- Be all of the following:
  - Not presently on parole or probation related to any Federal, state, or local convictions
  - Not presently under indictment for a Federal, state, or local felony
  - Not presently under indictment for a misdemeanor related to breach of trust or moral turpitude
  - Free of any Federal, state, or local felony convictions
  - Free of any Federal, state, or local misdemeanor conviction related to breach of trust or moral turpitude (i.e. embezzlement, document fraud, drug offense, or dishonesty carrying out a responsibility involving public trust)

### **Knowledge, Skills, and Abilities Required**

Knowledge of:

1. County and departmental policies, procedures, and practices.
2. Professional business and telephone etiquette.
3. Multi-department operations sufficient to assist and direct callers and visitors to the proper department and staff person.
4. Aitkin County's organizational structure sufficient to accurately direct visitors to the proper locations.

Skill in:

1. Communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public sufficient to provide superior customer service, exchange or convey information, and to receive work direction.
2. Strong computer skills sufficient to learn multiple systems.
3. Typing skill sufficient to complete 25 net words per minute without errors.
4. Skill in reading, writing, and speaking English proficiently.
5. Skill in organizing and prioritizing work.
6. Good conflict management skills, decision making skills, negotiating skills, and time management skills.

Ability to:

1. Present a positive attitude in the workplace, promote a spirit of teamwork and cooperation, and be able to treat all county staff and the general public with respect, honesty, and consideration.
2. Multi-task and work accurately with frequent interruptions.
3. Demonstrate outstanding accuracy and attention to detail.
4. Locate property owners in the tax system and in parcel mapping software, to read legal descriptions, and locate property owners in plat book and field books.
5. Explain basic laws and regulations pertinent to the work being performed.
6. Understand and carry out oral and written instructions
7. Work independently and exercise good judgment, as well as collaboratively with others from multiple departments.
8. Accurately perform mathematical computations.



## ***Position Description***

### **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 calculate penalty and interest. Ability to compute 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 the following software:

County Payroll Software/E-time, geographic information system, Microsoft Word, Excel, Outlook, Minnesota Counties Information Systems (MCIS) property tax system for inquiries, Computer Aided Mass Appraisal (CAMA) system for inquiries, SVRS, Application Xtender, RecordEASE, and Adobe Acrobat.

### **Ability to Travel**

Infrequent travel is required for errands and to attend trainings and meetings in and out of 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, problem solving, technical skills, customer service, interpersonal skills, oral communication, written communication, teamwork, quality management, cost consciousness, diversity, organizational support, judgment, motivation, planning/organizing, professionalism, quality, quantity, adaptability, and initiative.



## **Position Description**

### **Work Environment**

The noise level in the work environment is usually moderate. Infrequent travel for errands or off-site training may be required. Must have the ability to focus and concentrate despite being subject to repeated interruptions; r occasionally subject to dealing with irate taxpayers in person and via telephone. Standing and bending throughout the day to respond to inquiries and to obtain information are required.

### **Equipment and Tools**

Computer, copier, fax, telephone, printer, 10-key calculator, shredder, emergency weather-alert system, scanner, and county-owned vehicles.

### **Physical Activities/Requirements**

Climbing, balancing, stooping, kneeling, crouching, reaching, daily standing, walking, pushing, pulling, lifting, carrying, use of fingers, grasping, talking, hearing, seeing, and repetitive motions. Semi-annually election duties arise that involve more physical types of labor involving lifting and/or carrying boxes of election materials and voting machines weighing up to 50 pounds.

While performing the duties of this job, the employee performs medium work, exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

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.

6/21/2019

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***Our Vision:*** *We strive to be a county of safe, vibrant communities that place value on good stewardship of local resources.*

***Our Mission:*** *Aitkin County's mission is to provide outstanding service in a fiscally responsible manner through innovation and collaboration with respect for all.*

***Our Core Values:*** *Collaboration, Innovation, Integrity, People-Focused, Professionalism*