

**POSITION DESCRIPTION**  
**Muskingum County Board of DD**

<b>CLASSIFICATION TITLE:</b>	Secretary II [Community Services]
------------------------------	-----------------------------------

<b>EMPLOYMENT STATUS</b>	Full-time	<b>REPORTS TO</b>	Director of Community Services
<b>FLSA STATUS</b>	Non-Exempt	<b>DEPARTMENT</b>	Community Services
<b>WORKING HOURS</b>	8:30 am – 4:00 pm		

**DISTINGUISHING JOB CHARACTERISTICS**

Provides routine organizational and clerical expertise to maintain support for the Community Services department. This position performs a variety of responsibilities within the broad scope of administrative support function. Essential duties specified are illustrative, and are carried out in accordance with general work instructions given by the Director Community Services or other supervisory personnel as well as established clerical practices, procedures, and precedents. Specific secretarial and organizational tasks may be assigned or reassigned as necessary to meet program needs.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*To perform this job successfully, an individual must be able to satisfactorily perform each essential duty listed below. Reasonable accommodations will be made for disabled persons, covered by the Americans With Disabilities Act, in accordance with its requirements.*

Performs a variety of administrative duties to support the Community Services Department.

Types and word processes reports, meeting minutes, forms, memos, correspondence, policies and procedures, reports/graphs process maps, calendars and other documents. Proofreads typed document for format, spelling and punctuation, and edits rough draft documents to final form. Copies, faxes and distributes documents. Completes data entry.

Provides assistance to Community Services Staff that could include, but are not limited to: ordering departmental supplies, preparing/providing information about Medicaid eligibility, requirements or availability; preparing/providing information about general health, legal or social programs; providing clerical support for stakeholder meetings, work groups, rule review/development that aim to improve availability, quality or cost-effectiveness of Medicaid services; reviewing/revising Medicaid specific policies and procedures; developing sample tables/databases, supports department by doing follow-up as directed by Supervisors; meeting or providing clerical support to share information about county board programs or current issues affecting the DD system.

Assists Service and Support Administrators (SSA) in maintaining individual's files by filing and reviewing to make sure documents are in the correct section of the file, including collecting and maintaining data related to waivers (for example, IDS, PICT, waiting lists or waiver slots). Creates history files. Reviews billing for Targeted Case Management, for the potential purpose of providing fiscal or program support.

Assists in entering data in the Unusual Incident (UI) Database and retrieves and provides reports as instructed from the database.

Maintains accurate and complete records and documentation. Sorts, files and destroys records as allowed by the records retention policy.

Maintains information intended for the public and/or information intended for staff on designated bulletin boards.

Receptionist duties including but not limited to: answers and transfers all incoming phone calls, monitors building access, greets and directs visitors, schedules meeting rooms and maintains electronic calendars, handles routine inquiries from staff, general public, and others.

Works on special assignments, and performs other duties as assigned.

## **OTHER DUTIES AND RESPONSIBILITIES**

Complete coursework through intranet training, on-line courses, and/or classroom instruction related to, but not limited to, health and safety of individuals we serve, including but not limited to Exposure Control Plan procedures, administration of emergency medications, and VNS magnet use.

### **SCOPE OF SUPERVISION**

None

### **EQUIPMENT OPERATED**

Computer, MiFi remote connectivity, any/all new electronic device applications, copier/scanner, fax machine, postage machine, telephone and other general office equipment.

### **CONTACTS WITH OTHERS**

People with developmental disabilities and their families/guardians; Board members; co-workers; volunteers; government officials; support providers; local businesses; general public.

### **CONFIDENTIAL DATA**

All employees are considered to be confidential employees who shall abide by confidentiality and HIPPA regulations and shall agree to abide by all policies surrounding confidential and sensitive information. Each person entrusted in any position or aspect of employment with the County Board holds a position of trust relative to this information and shall recognize the responsibilities entrusted to them in preserving the security and confidentiality of this information.

### **WORKING CONDITIONS**

Normal office working conditions. Employee may be exposed to typical weather and driving conditions when performing administrative duties that require travel.

### **USUAL PHYSICAL DEMANDS**

*The following physical demands are typically exhibited by position incumbents performing this job's essential duties and responsibilities. These physical demands are not, and should not be construed to be job qualification standards, but are illustrated to help the employer, employee and/or applicant identify tasks where reasonable accommodations may need to be made when an otherwise qualified person is unable to perform the job's essential duties because of an ADA disability.*

While performing duties of this job, the employee regularly exhibits digital dexterity and eye-hand coordination when performing typing and other tasks. The employee frequently sits or stands for extended periods of time. Employee often reaches with hands or arms. The employee occasionally walks, climbs, balances, stoops, kneels, crouches or crawls. The employee occasionally lifts items which weigh up to 40 pounds. Employee converses verbally with others in person and by telephone. Vision demands include close, relatively detailed vision when typing and using a computer screen.

### **REQUIRED KNOWLEDGE, ABILITIES AND SKILLS**

**Knowledge of:** secretarial science; standard office practices and procedures; English word usage, spelling, sentence structure and punctuation; administrative and office management; current and up to date computer software, programs and applications.

**Ability to:** develop and maintain effective working relationships with people with developmental disabilities whom we support, supervisors and job contacts; maintain confidentiality of confidential and sensitive subject matter; work independently demonstrating initiative; transfer raw data into a useable/meaningful reports and create graphs for clarity; ability to focus in an active environment;

exhibit a pleasant public manner and telephone etiquette; coordinate multiple activities and tasks; handle sensitive inquiries from and contacts with officials and general public; maintain accurate written reports and documentation; demonstrate good judgment and ability to prioritize tasks using good time management skills; follow written and verbal instructions; demonstrates willingness to treat all people with respect and courtesy; ability to work together cooperatively with gentleness and respect;

maintenance of professional ethics; demonstrate regular and dependable attendance; represent MCBDD in a positive, affirming manner – including maintaining professional appearance and dress; work abnormal hours based on need. **3 of 3**

**Skill in:** typing; effective verbal and written communication; attention to detail; organizing and filing documents in alphabetical, numerical and subject order; operating all office equipment; application of job software including word processing; document creation; graph creation; data analysis; report generation; time management.

### **QUALIFICATIONS**

An appropriate combination of education, training, course work and experience may qualify an applicant to demonstrate required knowledge, skills, and abilities. A high school diploma is required, along with a minimum of 2 years of general clerical or administrative experience in a related field. Associates degree in Administrative Office Assistant or similar related field is preferred.

Ability to document identity and employment eligibility within three (3) days of original appointment as a condition of employment in compliance with Immigration Reform and Control Act requirements.

### **LICENSURE OR CERTIFICATION REQUIREMENTS**

Valid State Motor Vehicle Operator's License; Proof of insurability; First Aid and CPR as assigned.

**This job description in no manner states or implies that these are the only duties and responsibilities to be performed by the employee filling this position, who will be required to follow instructions and perform any duties required by the employee's supervisor or designee.**

### **MANAGEMENT APPROVAL**

\_\_\_\_\_  
Superintendent

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date

### **EMPLOYEE UNDERSTANDING**

\_\_\_\_\_  
Employee

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date