



Lafayette County Human Services
15701 County Road K, Suite 3
Darlington, WI 53530-9207
Phone: 608-776-4800
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Job Title: Secretary IV (M)
Hours: Regular Full-Time/40 hours per week; Monday-Friday
Pay Range: \$18.06 per hour; plus longevity, if applicable
Department: Lafayette County Human Services
Reports to: Financial Manager
FLSA: Non-Exempt
Position Purpose: Act as agency's receptionist, provide general typing and clerical services for assigned service unit(s).

Essential Functions:

- Greets clients, answers the phone, answers routine inquiries, and schedules appointments.
- Perform receptionist duties during regular business hours as well as extended clinic hours.
- Performs clerical function for various service units; and, oversees the functioning of front desk activities.
- Assist with coordination of transportation for the aging and disabled residents of Lafayette County and other individuals receiving services at Lafayette County Human Services.
- Set up new clients in the AS400 system and/or any other designated electronic health record system.
- Maintain therapist's schedules in the AS400 system and/or any other designated electronic health record system.
- Records payments in receipt books.
- Pull charts for appointments and puts charts away daily.
- Complete records requests.
- Contact the Spanish translation service to translate messages received on the Spanish Line and forward message(s) to appropriate person.
- Mail correspondence and intake paperwork to clients.
- Maintains/Manages Representative Payee account.
- Maintain Individual Service Plans for Children's Long Term Support Coordinator as well as updating and maintaining a tickler system to update the ISPs every six months.
- Collects and inputs PPS and HSRS data into State mainframe for assigned service unit (s).
- Effective written communication skills. For example, types general correspondence, transcription, progress notes, and transfers progress notes into the electronic record.
- Assemble new client charts, and file information into client files on a timely basis.
- Tracks and keeps tickler systems as needed to meet mandated deadlines.
- Ensuring the yearly paperwork required by the state is signed by the client.
- Documents / Forms creation/ design.

- Assists with updating the Agency Website.
- Backs up Account Clerk as appropriate in their absence.
- Participates in meetings and appropriate continuing education as authorized by the Financial Manager.
- Other duties as assigned.

Position Requirements:

- Associates Degree in related field is preferred. High School Diploma or equivalent is required. Minimum one year of general office experience is expected.
- Basic working knowledge of Microsoft Office Word, Excel and Gsuite.
- An ability to accurately type 40-50 wpm is expected.
- Ability to multi-task, handle stressful situations, and analyze procedures and make proper changes and/or recommendations.
- Ability to communicate effectively with agency staff and the public.
- Ability to learn, comprehend, and apply new procedures and techniques in a professional manner
- Proficient knowledge of AS400 scheduling system and/or any other electronic health record system.
- Maintain confidentiality of patient/client information by following appropriate HIPAA regulations, other state and federal regulations that govern the privacy and security of health information and other personal information.
- Ability to work flexible hours.

Physical Demands:

The physical demands 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 required to have ordinary ambulatory skills sufficient to visit other locations; and the ability to stand, walk, stoop, kneel, crouch, and manipulate (lift, carry, move) light to medium weights of up to 25 pounds. Requires good hand-eye coordination, arm, hand and finger dexterity, including ability to grasp, and visual acuity to use a keyboard, operate equipment and read application information. The associate frequently is required to sit, reach with hands and arms, talk and hear.

Work Environment:

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

DISCLAIMER CLAUSE:

Job descriptions are not intended, and should not be construed to be exhaustive lists of all responsibilities, skills, efforts, or working conditions associated with a job; they are intended to be accurate reflections of those principal job elements.