

MORGAN COUNTY POSITION DESCRIPTION

TITLE: Clerk - Bilingual

GRADE: 4

DEPARTMENT: Human Services

DIVISION: P&A-SS

EXEMPT/NON-EXEMPT: Non-exempt

DATE: July 2018

GENERAL STATEMENT OF DUTIES:

Front Office Clerks are the first point of contact for clients, community partners and visitors to the department. They will provide customer service, clerical and staff support duties. Knowledge will be obtained of programs within each unit and required of all assistance programs and applications administered by the department for State and Federal programs. Clerks will answer and direct all incoming calls, will determine the reason, demeanor and urgency of a client/visitor request or need, as well as work with special needs population as to language and disability. Clerks will assess client's needs and may refer to other agencies and community services. Clerks will use computer access to the Colorado Benefits Management Systems (CBMS) and Electronic Benefit Transfer (EBT) to provide supportive services to staff members while assisting clients with inquiries into the status of their eligibility application and ongoing case status. Furthermore, Clerks will complete defined work in a timely and professional manner with great attention to detail, support on-going process improvement and unit or department changes. Clerks must have an understanding of basic office protocol, computer programs, and regulations required by County, State and Federal government. The Front Office Staff will work as a team to promote our motto: Building Toward a Safe Self Sufficient Community.

SUPERVISION RECEIVED:

This position receives direct supervision from the Front Office Manager.

SUPERVISION EXERCISED:

This position is a non-supervisory position.

ESSENTIAL FUNCTIONS:

The following duty statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. The County reserves the right to modify or change the duties or essential functions of the job at any time.

- ◆ Opens office at 7:50 a.m. and closes office at 4:00 p.m. Checks drop off box and switches phones.
- ◆ Provides routine information over the phone; provides information to visitors; records messages; places calls to obtain information; answers multi-line telephone and connects to the appropriate person.
- ◆ Direct all visitors to their meeting, class or visit and check in clients for their set appointments.
- ◆ Determine what type of appointment is needed based on the application or recertification. Following the guidelines and time frames of each different unit.
- ◆ Applications will be reviewed for completeness, calculate information, gather and copy all needed verification documentation to determine eligibility for financial and medical assistance programs.
- ◆ Make the specific appointments on computerized calendar system.
- ◆ Performs mathematical computations by hand or by machine when checking accuracy of numerical data; codes information on forms; type entries on forms, cards or labels; uses computer to enter and/or retrieve information; operates standards office equipment.
- ◆ Research and issue Household Numbers.
- ◆ Proofreads and reconciles data; ensures that proper forms are used
- ◆ Copy all documents and have routing form filled out to be given to correct unit.
- ◆ Use CBMS computer system to answer inquiries into status of applications/cases
- ◆ Issues and replace EBT cards using computer system. Educate the client on the use of EBT Cards.
- ◆ Notarize documents
- ◆ Take payments, write receipt and put on check log.
- ◆ Contact appropriate staff as needed for client services.
- ◆ Give information of other agency and community services.
- ◆ Hand out information left at the front office for clients.
- ◆ Opens, sorts and date stamps incoming mail into predetermined categories for processing and distribution; signs for mail received; delivers mail, messages, or other material within a building by hand or cart.

- ◆ Faxes documents as needed and deliver incoming faxes to the correct unit.
- ◆ Prints reports
- ◆ Document imaging of closed files.
- ◆ Maintains case files in accordance with file codes; checks files for mis-filed folders, duplicate or near duplicate items, accuracy and completeness, retrieves and replaces files in storage.
- ◆ Bilingual interpreter of verbal and written form.
- ◆ Must complete Emergency Management Institutes NIMS Courses IS-700 & IS-100 within 6 months of hire.
- ◆ Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- ◆ Understand and comply with County, State and Federal Regulations.
- ◆ Knowledge of office practices and procedures.
- ◆ Knowledge of basic arithmetic.
- ◆ Knowledge of current technology.
- ◆ Ability to type accurately.
- ◆ Ability to Multi-task and pay attention to detail
- ◆ Ability to interact with the public and co-workers in effective, friendly, and polite manner.
- ◆ Ability to understand and follow written and verbal instructions.
- ◆ Ability to make decisions in accordance with rules, regulations, laws and procedures.

EDUCATION:

High school diploma or GED equivalent.

EXPERIENCE:

One year of general clerical experience.

WORK ENVIRONMENT:

Work is generally confined to a standard office environment.

PHYSICAL DEMANDS:

The following are some of the physical demands commonly associated with this position.

- ◆ VISION - Constantly exercises full scope of visual capacity in order to operate automated office equipment.
- ◆ HEARING - Constantly involved in auditory and verbal interaction both interpersonally and through communication devices.
- ◆ LIFTING - Occasionally lifts, carries, pushes or pulls objects weighing up to 40 lbs. in order to fulfill day-to-day requirements.
- ◆ MOBILITY - Stands or walks up to 20% of the time respectively, sits 80% of the time. Occasionally stoops or bends while moving about the office.
- ◆ DEXTERITY - Use of eye, hand and finger coordination in order to operate office machinery.
- ◆ COMMUNICATIONS - Individual must be able to clearly understand the English language and be understood while speaking the English language. Multilingual skills including Spanish are an asset.
- ◆ DRIVING - Must be able to operate a motor vehicle. Must have current Colorado driver's license, current vehicle insurance and a driving record without serious violations. Must appropriately utilize child restraints in order to safely transport children.

Constantly: Activity exists 2/3 or more of the time
 Frequently: Activity exists between 1/3 and 2/3 of the time
 Occasionally: Activity exists less than 1/3 of the time.

Morgan County is an Equal Opportunity Employer. We consider applicants for all positions without regard to race, color, religion, age, gender, gender identity, political affiliation, national origin, sexual orientation, disability, genetic information, veteran status, or any other legally protected status. Candidates whose disabilities make them unable to meet the requirements of the position will still be considered fully qualified if they can perform the Essential Functions of the job with reasonable accommodations.

Employee Signature:	Date:
Human Resources:	Date:

