

Scott County Government Position Description Form

Position: Job Title: Administrative Assistant/Receptionist
Department Name: Child Support Office
Supervisor Title: Child Support Supervisor

Position Summary

The Administrative Assistant will serve as the front-line Receptionist of the Child Support Office and oversee the office's general administrative function and activities.

Duties and Responsibilities

Essential Duties:

General Clerical Tasks

- Greets clients, visitors, and guests; determines the purpose of each person's visit and directs or escorts them to the appropriate caseworker.
- Answers, screens, and directs phone calls to appropriate caseworkers; takes messages and schedules appointments.
- Scans all incoming documentation/mail daily into Electronic Case File; distributes all incoming documentation daily to appropriate caseworker for review/processing.
- Enters detailed case event notes regarding all office visits, telephone calls, payments, and incoming documentation for each case/case participant in KASES database.
- Updates case participant contact and address information in KASES database.
- Maintains office files daily; implements an efficient system for other staff to access files and records.
- Maintains inventory of office supplies; orders new supplies as needed.
- Performs or facilitates maintenance of office equipment including cleaning, maintenance, and repairs.
- Processes in-person and telephonic payments.

Court-Specific Tasks

- Collects case files for each caseworker at least one (1) week prior to scheduled court hearing.
- Collects court docket sheets from clerk's office at least one (1) week prior to scheduled court hearing.
- Collects completed court docket sheets from caseworkers and submits to clerk's office for processing.

- Collects completed/signed/filed court docket sheets from clerk's office; scans docket sheets into Electronic Case File; distributes docket sheets to appropriate caseworker.
- Submits completed Motions and Orders to clerk's office for processing.
- Collects completed/signed/filed Motions and Orders from clerks' office; mails copy of completed Motions or Orders to case participants; documents actions taken in KASES database.
- Faxes completed/filed Motions to local law enforcement agencies for service of process; documents actions taken in KASES database.
- Processes and completes caseworker and attorney timesheets for IV-D contract reporting purposes.
- Schedules and coordinates genetic sample testing collection with case participants upon receipt of court order for genetic testing.
- Monitors system database for return of genetic sample testing results; provides genetic sample testing results to caseworkers for next appropriate action.
- Completes and submits Paternity Report (VS-D8) to clerk's office for processing.

Secondary Duties:

- Performs other duties as assigned or required.

Position Dimensions:

Education and Experience:

- High school diploma or equivalent required; Associate degree in office administration or related field preferred.
- Three years of administrative and/or clerical experience required.

Supervisory Responsibility:

None

Technology:

- Proficient with Microsoft Office Suite or related software.
- Ability to type at least 60 words per minute.

Working Conditions Component

Working conditions are the physical surroundings of a worker in a specific job.

Mark the work conditions that are present on the job.

- 75% or more of the work is performed indoors
- 75% or more of the work is performed outdoors
- Work is performed in equal amounts inside and outside
- Extremes of cold and temperature changes
- Extremes of hot and temperature changes
- Wet Surroundings: Contact with water or other liquids.
- Humid Surroundings: Atmospheric condition with moisture content sufficiently high to cause marked bodily discomfort.
- Sufficient noise, either constant or intermittent, to cause marked distraction or possible injury to the sense of hearing.
- Sufficient vibration (production of an oscillating movement or strain on the body or its extremities from repeated motion or shock) to cause bodily harm if endured day after day.
- Fumes such as smoky or vaporous exhalations thrown off as the result of combustion or chemical reaction.
- Odors to include any disagreeable sensation, stimulation, or perception of the sense of smell.
- Dust such as textile dust, flour, wood, leather, feathers, etc., and inorganic dust such as silica and asbestos which make the workplace unpleasant.

List any other disagreeable elements present in the work environment.

Strength Rating

Following are descriptions of the five terms in which the Strength Requirement is expressed. Check the appropriate description that best describes the overall physical demands of the position.

- S-Sedentary Work** – Exerting up to 10 pounds of force occasionally (Occasionally: activity or condition exists up to 1/3 of the time) and/or a negligible amount of force frequently (Frequently: activity or condition exists from 1/3 to 2/3 of the time) to lift, push, carry, pull, or otherwise move objects, including the human body. Sedentary work involves sitting most of the time, but may involve walking or standing for brief periods of time. Jobs are sedentary when walking and standing are required only occasionally and all other sedentary criteria are met.
- L-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 (Constantly: activity or condition exists 2/3 or more of the time) to move objects. Physical demand requirements are in excess of those for Sedentary Work. Even though the weight lifted may be only a negligible amount, a job should be rated Light Work: (1) when it requires walking or standing to a significant degree, or (2) when it requires sitting most of the time but entails pushing and/or pulling of arm or leg controls; and/or (3) when the job requires working at a production rate pace entailing the constant pushing and/or pulling of materials event though the weight of those materials is negligible. NOTE: The constant stress and strain of maintaining a production rate pace, especially in an industrial setting, can be and is physically demanding of a worker even though the amount of force exerted is negligible.
- M-Medium Work** – Exerting 20 to 50 pounds of force occasionally, and/or 10 to 25 pounds of force frequently, and/or greater than negligible up to 10 pounds of force constantly to move objects. Physical Demand requirements are in excess of those for Light Work.
- H-Heavy Work** – Exerting 50 to 100 pounds of force occasionally, and/or 25 to 50 pounds of force frequently, and/or 10 to 20 pounds of force constantly to move objects. Physical Demand requirements are in excess of those for medium work.
- V- Very Heavy Work** – Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects. Physical Demand requirements are in excess of those for Heavy Work.