

**MENOMINEE COUNTY/TOWN OF MENOMINEE
POSITION DESCRIPTION**

Position Title: Operations Manager	Department: Human Services	Division/Section: Operations
Classification: Full-Time; FLSA-Exempt (Salaried)	Salary: \$55,510-\$59,043 annual	Supervisor: Executive Director
Supervision Exercised: Yes; Support Unit Personnel	Posting Date: 6/27/2024	Deadline Date to Apply: 7/29/2024
Benefits: Wisconsin Retirement System pension; deferred compensation plan; health, vision, and dental insurance; flexible spending account; short and long-term disability; life insurance; 12 paid holidays; and begin earning personal time at time of hire (up to 208 hours in first year).		
Position Summary: This position will coordinate and implement administrative support for the overall Agency. This will also serve as the Security and Privacy Officer while providing oversight, administration, and direct supervision of the Support Unit and Childcare programs. This position provides fiscal administration regarding contracts, agreements with insurance companies, credentialing, and other various fiscal operations.		

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Develop, implement, and maintain written procedures and standardize methods of operation to meet programmatic needs to include but not limited to compliance with administrative codes, rules, regulations, and policies for contract(s)/grant(s), security measures for the agency (ID badges/security doors), ensuring security and privacy of agency records (compliance with HIPAA and confidential laws) to assure that quality services are integrated, accessible and efficiently delivered.
- Assist in budgeting for the assigned unit; assume daily responsibility regarding expenditures, revenues, and contracts; and oversee supply requisitions, purchasing, invoices and mail system functions, postal equipment, and mail distribution.
- Assist fiscal in developing written protocol and standardize methods for internal financial operations, billing as assigned; including using third-party systems established by the State
- Establish, prepare, and oversee various contracts with outside entities, ensuring proper contract language and coding of funding sources, and preparing reports
- Interpret and integrate State/Federal regulations into the Human Services Information and billing systems; abide by all Civil Rights Compliance as the Officer, maintaining the agency's plan and filing complaints with state or local officials; abide by all confidentiality laws, Health Information and Privacy Accountability Act (HIPAA) and internal policy and procedures.
- Establish program priorities in addition to those mandated based on service needs, available resources and funding, and the range and level of services required, including establishing a procedure for waiting lists, if allowable.
- Perform and monitor credentialing for clinical staff and contracted psychiatrists as a need for revalidation of Federal and State certifications for the Human Services Department
- Implement, monitor, and provide direct supervision in administering the Child Care Program.
- Performs procedures for ensuring functions related to vacancies and interviewing are carried out including, maintaining job descriptions, and preparation for new hires, entering vacancies on the website, Job Net, and other sites for the recruitment of applicants for employment.
- Serve as: The Security Administrator for various services programs
- Act as the Director of the Department in the absence of the Director with other duties as assigned.

MINIMUM QUALIFICATIONS:

- Bachelor's degree in Business, Administration or an equivalent combination of education, training, and experience that provides skills and abilities for this position.
- Three (3) years of supervisory experience, planning, directing, and controlling a government budget, accounting, billing, or any equivalent combination of training or advanced education and experience, which provides the required capabilities.
- Proficient in MS Word and Excel with experience in computer operations, software usage, and data entry.
- Experience in working in a Human Services type setting/agency is preferred.
- Possession of a valid Wisconsin Driver's license and access to an owned, insured vehicle and provide evidence of meeting such requirements continually; must have a good driving record.
- Availability to work unscheduled hours, as workload dictates and to attend meetings as directed.

Operations Manager
Rev. 8/18/2022, 6/3/2024

- Required to pass a background check and a pre-employment drug screen.
- Proof of any education, training, or experience will be requested.

A person not meeting any one of the minimum qualifications listed above will not be considered for an interview.

NECESSARY KNOWLEDGE/SKILLS/ABILITIES:

- **Principles/ Practices:** Develop and maintain efficient, timely, and accurate completion of required records, reports, and other necessary paperwork within specified time frames of business administration, including budgeting, planning, administration, evaluation, and quality improvement methods. Knowledge of human service programs and clerical/supportive functions with the ability to write procedures
- **Physical Demands:** Ability to lift to 25 pounds, stand, bend, sit, kneel, reach, stoop. Frequently climb flights of stairs; sit for several consecutive hours
- **Working Conditions:** Operate/drive a car; requires manual dexterity sufficient to operate standard office equipment. No limitations that would impair or restrict the ability to hear and understand communication or to communicate with others, comprehend oral or written instructions, and read manuals, forms, and other documentation. No limitations that would impair or restrict the ability to make visual observations, i.e. nonverbal cues, possible hostile/confrontational situations, discrimination against different shades of color.
- **Other:** This position description is an illustration of the duties and responsibilities of this position and is not intended to be all-inclusive. Management reserves the right to add or remove duties and to assign other duties as necessary. This job description does not constitute an employment contract.

BENEFITS: To see a summary of Menominee County's benefits, visit Menominee County's website at www.co.menominee.wi.us and click on the "Career Opportunities" tab appearing in the left margin of the home page.

APPLICATION PROCESS: A complete application includes:

- Menominee County Employment Application (available in the Administrative Coordinator Assistant's Office or online at www.co.menominee.wi.us under the "Career Opportunities" tab appearing in the left margin of the home page);
- Copy of College Transcripts (official "stamped" copies due prior to starting date if offered the position);
- Copy of valid Wisconsin Driver's license.

Applications that are incomplete or do not include the information described above will be screened out and will not proceed to the interview stage.

Please submit all required information in person to the Administrative Coordinator Assistant's office at the Menominee County Courthouse located at W3269 Courthouse Lane in Keshena, Wisconsin. Alternatively, all of the required information can be mailed to:

Menominee County Courthouse
Attn: Human Resources
P.O. Box 279
Keshena, WI 54135

Please call 715-799-3024 if you have any questions or need assistance.

Menominee 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 encourage both prospective employees and incumbents to discuss potential accommodations with the employer.