

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

<b>Position Title: Support Worker II, Receptionist</b>	<b>Department: Human Services</b>	<b>Division/Section: Support Operations</b>
<b>Classification: Full-time, hourly, non-exempt</b>	<b>Salary: \$11.75-\$14.04</b>	<b>Supervisor: Operations Manager</b>
<b>Supervision Exercised: None</b>	<b>Posting Date: 9/22/2023</b>	<b>Deadline Date to Apply: 9/29/2023</b>
<p><b>Position Summary:</b> Energetic and friendly receptionist with experience providing administrative support and customer service to clients and internal staff. Provides excellent customer service and builds relationships. Assist walk-in clients, answer phone lines, computer operations, data entry, scanning, filing and help clients with questions and issues. This position is heavily relied upon for being at work and being punctual.</p>		

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Performs office and clerical duties including, but not limited to typing reports, letters, memos, and forms.
- Functions as the receptionist operates the main switchboard, directs calls/inquires to appropriate staff, screen, record, and distribute messages promptly, and provides accurate, concise information to the public and customers.
- Maintains and ensures orderliness of customer reception area, bulletin boards, and staff time board
- Maintain and operate standard office equipment and maintain security measures for all equipment
- Distributes Protective Payee Client's Benefits; takes requests from specified clients.
- Prepare and perform computer/terminal operations/data entry on various systems
- Performs procedures according to standards for setting up/preparing files, filing confidential and sensitive information, and security
- Respect and maintain an understanding of policies procedures, and laws, and abide by all confidentiality laws.
- Ensure customers are treated equally and with respect and customer's privacy is maintained at all times
- Preparing and publishing the Agency Newsletter, and Community Newsletter monthly
- Regular and reliable level of attendance is an essential element of this job
- Produce rotation calendar for the reception desk
- Attend professional development activities as agreed to by the immediate supervisor
- Participate in internal meetings and other regular or assigned meetings, as directed.
- Other duties as assigned

**MINIMUM QUALIFICATIONS:**

- A high school diploma or equivalent; additional advanced education preferred
- Experience in working with computers and data entry of six months or more
- Ability to type proficiently and accurately
- Experience in filing, record setup, and maintaining confidential records
- Professional communication, writing, and interpersonal skills
- Organized, resourceful, and customer-focused
- Experience in appointment scheduling and collecting demographic and insurance information preferred
- Valid driver's license and access to an insured vehicle

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

**NECESSARY KNOWLEDGE/SKILLS/ABILITIES:**

- Ability to perform a full scope of word processing functions independently and with a high degree of accuracy and speed
- Ability to concentrate on details to ensure accuracy and to utilize appropriate and sensitive discretion in dealing with confidential or sensitive materials, communications, and situations
- Ability to work independently with sound organization, multi-tasking, and prioritizing skills
- Ability to apply professional communication skills orally and in writing and ability to follow instructions
- Ability to establish good working relationships with others and to work effectively and collaboratively with a diverse array of professional disciplines and personalities, maintaining a high level of professionalism at all times
- Ability to cope with time-pressured deadlines and to successfully adapt to changes
- Knowledge of and skill in office terminology, practices, procedures, confidentiality, security, and equipment
- Knowledge of and utilization of Business English, spelling, grammar, and general mathematical skills

- Skill in answering phones taking messages and greeting customers in a professional manner
- Knowledge of and ability to apply sound record-keeping skills; filing and record maintenance

**BENEFITS:** To see a summary of Menominee County's benefits, visit Menominee County's website at [www.co.menominee.wi.us](http://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](http://www.co.menominee.wi.us) under the "Career Opportunities" tab appearing in the left margin of the home page);
- Copy of High School Diploma;
- Copy of current resume;
- 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.*