



**TWIN FALLS COUNTY**  
invites applications for the position of:

# Administrative Specialist

**SALARY:** \$14.32 Hourly

**OPENING DATE:** 01/11/19

**CLOSING DATE:** 01/18/19 10:00 PM

**POSITION INFORMATION:**

Apply **ONLINE** at [www.twinfallscounty.org](http://www.twinfallscounty.org)

**JOB DESCRIPTION:**

Performs administrative and secretarial support for individuals or groups of individuals relieving them of administrative duties. Work often includes handling more private or sensitive information. An employee in this classification manages correspondence; maintains communications with key staff within and outside the department; schedules and coordinates meetings, interviews, events and other similar activities; performs research and generates reports; prepares internal support materials and reports; and performs bookkeeping and accounting. The job requires finely honed time management and organization skills with attention to detail and accuracy. The classification may provide lead work to other staff. Work is usually performed in an office environment.

**DUTIES / RESPONSIBILITIES:**

**ESSENTIAL DUTIES AND RESPONSIBILITIES** (*illustrative and may vary by assignment*)

- Explains programs, services and processes to clients or interested others;
- Explains fees and rates, and refers to funding sources when needed;
- Answers incoming phone calls and greets walk-in customers, provides general information to the public, answers questions and inquiries, and provides referrals to other departments or staff as needed;
- Provides customer service to explain processes and procedures;
- Sets appointments for designated staff;
- Accepts and/or reviews paperwork/applications from clients;
- Provides clerical and support services to staff members as needed, including but not limited to, taking messages, setting appointments, providing information, processing and preparing documents and correspondence, screening and distributing mail, preparing and tracking mailings and legal notifications, and inputting data into central computer system;
- Maintains accurate and complete records, files and documentation;
- Prepares logs and/or reports;
- Serves as cashier to accept and receipt monies;
- Performs quality control and assurance on client's paperwork;
- Audits files to ensure they comply with standards and regulations;
- Updates TARC's system to notify parties;
- Performs intake and sets up new client files;
- Performs data entry for TARC reports, electronic health records, and billing systems;
- Prepares billing, collects payments, makes deposits and prepares collection;
- Assists in coordination between departments and operating units to resolve day-to-day administrative and operational problems;
- Creates word processing documents and spreadsheets and/or works with specialized department software;
- Analyzes and compiles information to prepare reports, handle complaints or resolve problems;

- Provides or assists in database management of department/division files, with or without information technology assistance;
- Maintains communications with key staff within and outside the department;
- Researches, compiles and organizes materials for staff, boards or committees;
- Schedules and coordinates meetings, interviews, events and other similar activities;
- Prepares internal support materials and reports;
- Responds to Commissioners', elected officials', County employees' and citizens' questions and comments in a courteous and timely manner;
- Performs time management and scheduling functions, meets deadlines, and sets project priorities;
- Communicates and coordinates regularly with appropriate co-workers to maximize the effectiveness and efficiency of interdepartmental operations and activities.
- Maintains strict confidentiality in all cases;
- Assists other department and County employees as needed or requested.
- Performs all work duties and activities in accordance with County policies, procedures, and safety practices.

### **SECONDARY DUTIES AND RESPONSIBILITIES:**

- Transports clients when needed;
- Provides backup for drug testing;
- May order supplies and maintain supply inventory;
- Performs other duties as assigned.

### **QUALIFICATIONS:**

#### **CLASSIFICATION REQUIREMENTS**

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required for an individual to satisfactorily perform each essential duty satisfactorily and be successful in the position.

#### **Knowledge of:**

- TARC programs, practices and procedures;
- Grant and other funding source record-keeping requirements;
- Research skills, particularly to find funding sources to assist TARC clients;
- Current office practices and procedures, including data entry;
- Record keeping and filing practices and procedures;
- Customer service skills;
- Bookkeeping, cash handling, and accounting practices and procedures;
- Customer service procedures, techniques, and objectives;
- Operation of a personal computer and job-related software applications.
- Document and database management;
- English grammar, spelling, punctuation, and composition.

#### **Skill and Ability to:**

- Review files to ensure they meet TARC, grant and other funding record-keeping requirements;
- Review files and determine their content and completeness and perform follow up work as needed;
- Process billings;
- Train employees;
- Provide leadership and guidance to assigned staff;
- Maintain up-to-date knowledge of policy and procedures related to assigned function;
- Provide relevant and accurate answers to questions from members of the public and County staff;
- Manage data bases, and enter and retrieve data accurately and efficiently into a computerized system;
- Establish and maintain accurate records and files, both computerized and hard-copy;
- Respond to the public over the phone or in person in a tactful, pleasant, and courteous manner;

- Speak clearly and communicate accurate information to others;
- Provide effective customer services with patience and accuracy;
- Assess problem situations and develop effective answers, with or without the supervisor's help;
- Perform duties with accuracy and attention to detail;
- Prepare reports on activities as requested;
- Operate standard office equipment, a personal computer, and program applications appropriate to assigned duties;
- Type and perform word processing and spreadsheet functions with speed and accuracy;
- Prepare documents, following a prescribed format to ensure accuracy and compliance with legal requirements and standards;
- Speak clearly and communicate accurate information to others;
- Use English to communicate effectively with others;
- Proficiently operate computers, software programs, such as Microsoft Word, Excel, Power Point, or similar office software to create documents and other materials, maintain information, and generate reports;
- Listen carefully to, understand, and effectively communicate through oral, written, and interpersonal communication channels;
- Follow verbal and written instructions.
- Maintain a professional demeanor at all times;
- Maintain confidentiality;
- Perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Work independently and exercise initiative, with general guidance and supervision;
- Use good judgment to make sound and reasonable decisions and problem-solving skills to respond to customer service needs in accordance with laws, ordinances, regulations and established policies;
- Demonstrate integrity and ingenuity the performance of assigned tasks and solving problems;
- Perform all duties in accordance with County policies and procedures with regard for personal safety and that of other employees and the public.

#### **ACCEPTABLE EXPERIENCE AND TRAINING:**

- High school diploma or GED;
- One year of experience performing administrative type duties;
- An equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.

#### **PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this classification, the employee is frequently required to stand, walk, sit, stoop, kneel, bend, use hands to keyboard or type, handle materials, or manipulate tools used in performing the essential functions of the classification, and reach with hands and arms. The employee must (occasionally or frequently) lift and/or move up to 25 pounds and, infrequently, up to 50 pounds. Specific vision abilities required by this classification include close vision, distance vision, color vision peripheral vision, depth perception and ability to adjust focus. Sufficient clarity of speech and hearing abilities required by this classification includes those which permit the employee to discern verbal instructions and communicate effectively in person, by telephone. While performing the duties of this classification, the employee works in an office setting where the noise level in the work environment is usually moderate.

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If you need reasonable accommodation in participating in and/or completing the County's application process, contact Human Resources at (208) 736-4174. For the hearing impaired, please contact Idaho Relay (TTY) at 1-800-377-3529.

Per Idaho Code, Title 65, Chapter 5, Twin Falls County will afford a preference to employment of veterans. If claiming veteran's preference, you must attach or otherwise submit a copy of your DD-214 to your application.

EEO / VETS / DRUG FREE WORKPLACE

APPLICATIONS MAY BE FILED ONLINE AT:

<http://www.twinfallscounty.org>

Position #201900005  
ADMINISTRATIVE SPECIALIST  
CJ

P.O. Box 126  
Twin Falls, ID 83303  
208-736-4174

[hr@tfco.org](mailto:hr@tfco.org)

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