

MINNESOTA MERIT SYSTEM

EMPLOYMENT OPPORTUNITY

OFFICE SUPPORT SPECIALIST

Come join the public service team at Goodhue County Health & Human Services! You will be a part of skilled, caring and knowledgeable HHS professionals whose talents and contributions promote, strengthen and protect the health of individuals, families and communities in Goodhue County every single day!

Kinds of Work:

This is a very busy front desk receptionist/customer service position. Greet and meet client applicants, receive phone calls and transfer to caseworkers, and provide other administrative support to Health & Human Services. Bilingual abilities (Spanish and English) are a plus. Applicant will be required to learn special software computer programs.

Examples of Work:

- Greet persons coming into the Health & Human Services Office.
- Accepts phone calls & transfers the call to the appropriate worker.
- Asks questions to determine client's needs & directs the client to the appropriate staff member.
- Assists clients in the proper completion of forms.
- Provides clients with information on other community resources.
- Assembles & sends application materials, attachments & other forms necessary for obtaining services.
- Sorts, distributes & scans incoming mail. Collects & prepares outgoing mail.
- Enters information into & retrieves information from the computer data base.
- Communicate frequently about shared duties with front desk and phone staff.

Knowledge, Skills and Abilities:

- Knowledge of general office practices, procedures and equipment.
- Knowledge of business English, spelling, grammar and punctuation
- Ability to maintain the confidentiality of non-public information.
- Ability to communicate clearly & with diverse audiences.
- Ability to adapt to frequent changes in environment & schedule in a fast paced work setting.
- Ability to organize and prioritize one's own work.
- Able to deal effectively with difficult people.
- Must have keyboarding, data processing & computer documentation skills.
- Practices respectful, open & honest communication.
- Performs job responsibilities in a manner consistent with the County's vision, mission and values.
- Develops and maintains a thorough working knowledge of all department and county-wide policies, protocols and procedures that apply to the performance of this position.
- Develops respectful and cooperative working relationships with co-workers.
- Informs immediate supervisor of all important matters pertaining to assigned job responsibilities.
- Seeks opportunities for further personal growth and development.
- Represents the County in a professional manner to all internal and external contacts when doing the County's business.
- Complies with all rules and policies in order to maintain a safe work environment.

Minimum Qualifications:

A high school degree or GED & experience with clerical work & working directly with the public. Related post-high school course work can be substituted for experience.

Bilingual abilities (Spanish and English) are a plus.

The pay is \$23.04/hour. Full time, 40 hours/week. The County's comprehensive benefit package includes medical, dental and vision insurance, health savings account, employer paid life insurance, short and long-term disability insurance, pre-tax flexible spending accounts, Public Employees Retirement Plan, accident insurance, tax-deferred compensation, generous vacation and sick leave and 13 paid holidays per year. County employees are eligible for the Public Service Student Loan Forgiveness (PSLF) program.

Application deadline:

To apply, go to <https://agency.governmentjobs.com/mnmeritsystem/default.cfm> Deadline for receipt of applications is Thursday, September 19, 2024 at 4:30 pm

Examination Process

In order to be considered for this job, you must take and pass an examination, which is offered online. The examination consists of five (5) sections measuring Numeric Filing, Proofreading, Reading Comprehension, Spelling (requires sound audio capabilities on your computer), and Basic Math Skills. You will need a calculator and/or scratch paper in order to complete this online exam. After your Merit System application has been submitted, you will be sent an email with a unique link to access the examination sections. Set aside enough time to take this examination in its entirety (in one sitting). If you get out of a section before completing it - it will score the unanswered questions as "0s" zeros and you will not be given credit.

IMPORTANT INFORMATION:

You will have a limited number of days from the date you submitted your application to complete the exam. You must complete the exam within 3 days of the closing date, or by no later than midnight-Monday, September 23, 2024.

Please allow one hour in order to take the exam in its entirety as required.

If a passing score is obtained, your score will remain on the eligible list up to six (6) months (or until you are hired into a permanent position). You will not need to re-take this online examination if you have obtained a passing score of at least 70. If you have any changes to your application, such as updating your availability, please notify the Merit System directly.

At Goodhue County we embrace equity and inclusion. We are committed to building a team with a variety of backgrounds, skills, and views. The more inclusive we are, the better our work will be.

**GOODHUE COUNTY HEALTH AND HUMAN SERVICES is an
EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER**