



# Red Lake County

## Office Support Specialist

**Job Title:** Office Support Specialist  
**Revision Date:** May 2025  
**Last Classification Review:**

**Exempt Status:** Non-Exempt  
**Department:** Social Services Department  
**Reports To:** Social Services Director

### **Job Summary:**

Performs administrative, clerical, data processing, and customer service functions to assist Red Lake County Social Services clients and staff.

### **Supervisory Responsibilities:**

**Direct Supervision:** None

**Indirect Supervision:** None

### **Duties and Responsibilities:**

- Assists in general agency operations.
- Completes opening and closing procedures daily.
- Responds to phone calls and individuals coming into the agency: directs clients to appropriate personnel; checks agency databases and answers questions as appropriate; directs clients to appropriate resources; assists clients with various forms; and issues EBT cards.
- Processes incoming and outgoing mail.
- Maintains agency's furniture and equipment inventory.
- Maintains vehicle log sheet, upkeep information and schedules vehicle maintenance.
- Assists staff with faxing, photocopying, and other general office duties.
- Transcribes dictation.
- Assists staff with case record retention timelines, tracking/destruction, or thinning files.
- Develops templates for programs.
- Assists with administration of Financial Services Program: Assembles packets; performs data entry; ensures applications received are complete and advises clients on missing information; prepares correspondence; assists staff to obtain necessary or missing information; and schedules interview appointments.
- Assists Director with special projects: develops resource materials or handouts; prepares various reports or presentation materials; and prepares various correspondence or communications.
- Assists with Transportation Program: informs clients about available transportation service programs; assists clients with coordinating transportation services and fax in required documentation; completes medical mileage reimbursement forms and forwards to billing; and sends forms to clients, other providers, or contracted agencies.
- Updates work force job wall.
- Maintains inventory and orders office supplies.

### **Ancillary Duties and Responsibilities**

- Attend training/educational sessions, meetings and seminars.
- Maintain knowledge of policies, processes, rules and regulations regarding duties.
- Perform related duties as assigned or apparent.

While these are the primary focus of the position, we believe strongly in teamwork and employees will be called upon to perform a variety of duties as part of their role with the County.

## Qualifications

### **Minimum Qualifications**

High School diploma or equivalent.



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## **Desired Qualifications:**

Office support and customer service experience.

**Licenses/Certifications:** This position will require the acquisition and maintenance of the following additional certificates/licenses:

## **Conditions of Employment**

- A. Must possess a valid driver's license and be able to drive in the state of Minnesota.
- B. Must successfully complete a background check.
- C. Obtain and maintain certifications and licensures.
- D. Must comply with organizational and departmental policies.
- E. Performs physical/mental demands of the work environment requirements for this position.
- F. Attendance during regularly scheduled work hours, and outside regular hours, as necessary.
- G. Effective and respectful communication and interactions with other employees, supervisors, individuals from other organizations, and citizen customers.
- H. Must comply with data practices policies and standards relative to not public data. Any access to not public data should be strictly limited to accessing the data that are necessary to fulfill the employment responsibility. While data are being accessed, incumbent should take reasonable measures to ensure the not public data are not accessed by individuals without a work reason. Once the work reason to access the data is reasonably finished the not public data must be properly stored according to county policies and the Minnesota Statutes.

## **Knowledge, Skills and Abilities:**

- A. Knowledge of business English, spelling, grammar and punctuation.
- B. Knowledge of agency programs, procedures and policies.
- C. Knowledge of general office practices and equipment.
- D. Knowledge and skill in clerical, administrative and accounting functions, Microsoft Office Suite, and computer database operation.
- E. Ability to interpret a variety of instructions furnished in written or oral forms.
- F. Ability to communicate effectively, orally and in writing, and have strong positive public relations skills.
- G. Ability to establish and maintain effective working relationships with others.
- H. Ability to maintain the confidentiality of non-public information according to laws, rules and policies.
- I. Ability to handle a variety of typical assignments under moderate supervision within standard operating procedures.

**Physical and Mental Requirements:** Positions in this job typically require: sitting, feeling, manual dexterity, grasping, talking, hearing, typing, and seeing. There is sustained exposure to computer keyboards and video screens. This position is generally light-duty and may require the exertion up to 10 pounds of force on occasion and the ability to lift, carry, push, pull and move objects.

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

**Working Conditions:** Work is performed in an office environment and community settings.

Transportation of clients is required. Headaches, eyestrain, and other related occupational hazards

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reflect the most common potential for injury. May encounter verbal abuse or offensive language from hostile and frustrated persons.

## **Accountabilities Shared by All Employees**

1. Performs job responsibilities in a manner consistent with the County's vision, mission and values.
2. Implicit in the employer-employee relationship is the right of Red Lake County to rely upon the presence of the employee during assigned hours of work and the obligation of the employee for timely and regular attendance.
3. 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.
4. Develops respectful and cooperative working relationships with co-workers.
5. Informs immediate supervisor of all important matters pertaining to assigned job responsibilities.
6. Seeks opportunities for further personal growth and development
7. Represents the County in a professional manner to all internal and external contacts when doing the County's business.
8. Complies with all rules and policies in order to maintain a safe work environment.