

## ADMINISTRATIVE SERVICES COORDINATOR

### FUNCTION OF THE JOB

Under direction, to perform responsible professional work supervising and coordinating the administrative support work unit in the Department of Health and Human Services; oversees departmental human resources and payroll functions; develops and monitors specific policy and procedures, and trains staff; coordinates department building matters, information technology needs, and purchasing functions; performs other duties as required.

### CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Coordinates and directs work of the centralized administrative support work unit in the Department of Health and Human Services; selects, assigns, supervises, and evaluates employees and handles any personnel problems.
2. Oversees the department human resources liaison; provides departmental guidance to this position related to recruitment and selection, classification and compensation changes, employee relations, employee leave coordination, onboarding and offboarding, employee evaluations, and workplace accommodations; work is performed in coordination with the Department of Administration Human Resources Division.
3. Oversees the department student internship program which includes coordinating agreements with schools, assisting with student placement, and ensuring proper onboarding and offboarding requirements are being followed.
4. Assists in the development and operation of division budget.
5. Oversees the preparation of payroll for the department; manages a complex record keeping system and tracks confidential information.
6. Works with county departments and third-party administrators regarding computerized payroll applications, software conversions, and upgrades.
7. Oversees the administration of the client representative payee program; ensures compliance with guidelines, rules, policies, procedures, and reporting requirements; monitors mechanisms that ensure full transparency and accountability.
8. Oversees accurate calculation and billing of client cost of care, completes annual reviews, and completes annual financial reporting for representative payee benefits.
9. Assists in planning, developing, coordinating, implementing, monitoring, and auditing departmental programs, policies, and procedures; oversees onboarding and offboarding protocols for the department; trains staff department-wide on departmental policies and procedures such as HIPAA, corporate compliance, department code of conduct, and customer service requirements.
10. Develops, coordinates, and presents training topics that assist staff in performing their duties more effectively and efficiently to all levels of staff.
11. Audits and performs assessments of department operations and makes recommendations for change.
12. Facilitates and implements assigned departmental Strategic Plan workgroup objectives.
13. Participates on cross-divisional and cross-departmental special project work groups; supports the department diversity and inclusion program and commitments; initiates policy and procedure change and process improvements as necessary.
14. Acts as a liaison between divisions for coordination and communication of updates to policies and procedures, departmental projects/initiatives, and department activities and business processes.
15. Consults with other divisions as necessary regarding coordination of services and programs to meet the needs of the population served.
16. Researches and analyzes information for special projects and initiatives; prepares and presents verbal and written alternatives, summaries, and recommendations.
17. Serves as a resource or department representative to clients, partner groups, other county departments, state representatives, and the general public.
18. Acts as the primary liaison for building operation matters and improvement projects, and departmental information technology needs; ensures projects are vetted per County policy and procedure and are fiscally responsible.
19. Oversees and maintains purchases, inventory, and maintenance of all office equipment; monitors department print order and office supply requests; assists with purchasing items that fall outside the normal procurement process; ensures purchases are fiscally responsible.
20. Coordinates and maintains purchased service contracts for the department; ensures interaction and provision of services to clients and building operations, and compliance with state and federal regulations and guidelines.

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### CHARACTERISTIC DUTIES AND RESPONSIBILITIES (continued)

21. Establishes and maintains effective working relationships with staff, clients, community and social agencies, businesses, and the general public.
22. Maintains prompt, predictable, and regular attendance.
23. Performs emergency preparedness government duties as assigned in the event of a Waukesha County Emergency Government declaration.
24. Performs other duties as assigned.

### QUALIFICATIONS

#### Essential Knowledge and Abilities

1. Thorough knowledge of the principles, practices, methods, and techniques used in supporting human services programs.
2. Thorough knowledge of the role of health and human services programs and the objectives of a public agency providing these services.
3. Thorough knowledge of administrative, managerial, and supervisory principles and practices.
4. Comprehensive knowledge of information technology, terminology, computer applications and capabilities, including database, internet access, spreadsheet, word processing, and computerized departmental programs.
5. Comprehensive knowledge of modern office practices, procedures, and equipment.
6. Comprehensive knowledge of business English, spelling, grammar, correspondence formats and mathematics.
7. Considerable knowledge of budgetary principles, practices, and procedures.
8. Considerable knowledge of general records keeping and bookkeeping principles and practices.
9. Considerable knowledge of confidentiality statutes and requirements, including the Health Insurance Portability and Accountability Act.
10. Considerable knowledge of representative payee requirements including renewal of benefits and the corresponding documentation.
11. Ability to utilize electronic health record, word processing, database, and spreadsheet programs.
12. Ability to effectively communicate ideas, recommendations, and proposals, both verbally and in writing.
13. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.
14. Ability to plan, assign, supervise, and evaluate the day-to-day work of the unit.
15. Ability to interpret and apply agency rules, directives, and policies, federal, state, and local laws, rules, and regulations.
16. Ability to establish and maintain effective working relationships with staff, clients, community and social agencies, businesses, and the general public.
17. Ability to plan, develop, implement, and evaluate programs for supporting department/division operations.
18. Considerable knowledge of workforce management systems to include payroll, HRIS, and time and attendance systems.
19. Ability to analyze and resolve problems.
20. Ability to train and instruct clerical employees involved in the payroll function.
21. Ability to develop and maintain payroll policies and procedures for efficient payroll operations.
22. Ability to exercise judgment and discretion in the application and interpretation of payroll records management.
23. Ability to multi-task in a fast-paced agency.

#### Training and Experience

1. Graduation from a recognized college or university with a bachelor's degree in business, healthcare, public administration, or a closely related field.
2. Four (4) years of responsible professional work experience in an administrative role, including one year in a supervisory capacity.
3. A master's degree from a recognized college or university in business, healthcare, public administration, or a closely related field may be substituted for one year of the required non-supervisory work experience.