

POWESHIEK COUNTY JOB DESCRIPTION

Title: General Assistance Director/
Auditor Office Assistant

Department: Auditor Office

FLSA: Non-Exempt

Date: August 5, 2022

Reports To: County Auditor

Summary

Under the supervision of the County Auditor, this position is responsible for overseeing all ongoing activities related to the development, implementation, maintenance of, and adherence to the County's policies and procedures in dealing with persons who are poor, needy, and/or disabled. Will also be responsible for administrative work, including maintaining accurate records in elections, inventory, licenses/permits, and other various tasks. Establishes and maintains effective working relationships with other county employees, officials, representatives of other agencies, and the public.

Essential Functions and Duties

The following duties are typical for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

General Assistance Director

Uphold the ordinance that prescribes the General Assistance Program in Poweshiek County based on the legal descriptions of the eligibility requirements and services provided based on Chapter 252 Code of Iowa.

Completes budget projections for the General Assistance program. Prepares budget annually and monitors expenditures monthly.

Designs and provides all applications and other verification forms used by the General Assistance office to determine eligibility for assistance and provides program services in compliance with the ordinance governing the general assistance program.

Issues applications to poor and needy persons in need of program services and/or benefits.

Conducts in-depth interviews with applicants to determine applicants' eligibility for public assistance programs; interprets rules and regulations and explains rights and responsibilities of clients; gathers, organizes, analyzes, and documents information.

Elicits and verifies pertinent eligibility information such as income, residence, property, ownership, rent, household expenses, other financial resources and physical or mental disabilities; assists applicants in obtaining additional information.

Determines eligibility for public assistance in accordance with state laws and county ordinance and policies. Computes amount of assistance and enters data into computer system. Research policies and rules to answer questions of applicant.

Identifies potential services and refers to other social services resources within the community to assist in meeting immediate and long-term client needs.

Authorizes and ensures prompt and correct payments.

Maintains statistical documentation and records necessary to satisfy requirements of the county.

Attend regional and state educational meetings, relays information to staff, and applies legislated changes to programming.

Participates in professional development opportunities.

Provides quarterly updates to the Board of Supervisors.

Auditor Office Assistant

Answers telephone and performs general receptionist functions; takes messages and/or refers calls to proper person in office; assists the public in completing forms, applications, and permits, complies with real estate requests, provides general information, addresses complaints, and refers to proper person for resolution.

Types a variety of letters, reports, forms, correspondence, and related documents from written or verbal sources for internal or external use/distribution using standard keyboard equipment. Prepares reports and graphs as requested by Auditor and Board of Supervisors.

Manage content on county website and social media.

Process and maintain cigarette and liquor permits/applications.

Maintain proof of auto insurance on county employees.

Process passport applications by ensuring all information is completed correctly and obtaining all necessary information to submit to passport services for further processing and approval.

Provide backup for payroll, accounts payable, real estate valuations, and real estate tax billing.

Performs other departmental functions as required such as maintaining and ordering office supplies, researching files and documents, filing documents, maintaining operational manuals and general office administration.

Aids the Auditor and all office staff regarding elections, equipment & maintenance. Works extra hours on some Saturdays and weekdays for Primary, General, and City/School Elections as required by law or necessary to perform added election duties.

Assists in other departmental functions as assigned.

Competencies Required

Knowledge of the organization's functions, channels of communication and operations

Knowledge of general offices procedures, and equipment

Ability to communicate effectively orally and in writing

Ability to establish and maintain effective working relationships with employees and the public

Ability to interpret and follow oral and written instructions

Ability to work with diverse types of individuals

Ability to interview clients in such a way as to obtain cooperation and information

Ability to assess needs of clients and match the needs with a variety of programs

Ability to meet customer needs in a consistently helpful and courteous manner

Ability to perform basic arithmetic quickly and accurately including addition, subtraction, multiplication and division of decimals and fractions

Ability to keep records and maintain subject matter files

Ability to organize and present facts/opinions clearly and concisely

Ability to take initiative to achieve program objectives

Ability to gather, assemble and analyze facts, draw conclusions, and devise solutions

High attention to detail and organizational skills

Adaptability to performing a variety of duties, occasionally changing from one task to another of a different nature without loss of efficiency or composure

Utilize Microsoft Office projects such as Word, Excel, Outlook, and PowerPoint

Displays high standards of ethical conduct

Follows policy, cooperates with supervisors, and aligns behavior with goals of the organization

Education, Experience and Special Requirements

High School Diploma or GED

Two years' experience in human services-related or administrative-related field not limited to social work, psychology, nursing, or business administration preferred

Valid Iowa Driver's License

Work Environment

While performing the duties required of this position, the employee is regularly subject to a mentally stressful environment; however, the likelihood of bodily injury or similar occupational hazard is slight. Must have physical and mental stamina and be able to perform successfully under time-limited pressure. Regular office hours are 8:00am to 4:00pm, Monday through Friday. Must have the flexibility to adjust the schedule occasionally to accommodate others' schedules.

Physical Requirements

Must be physically able to operate a variety of automated office machines and equipment including, but not limited to, computer and printers, fax machine, copier, calculator, and telephone. The position may entail long periods of sitting.

In most cases, physical demand requirements are at a level of those for sedentary or office environment work which may involve some lifting, carrying, pushing, and / or pulling of light to moderate weight materials (approximately 10-50 pounds).

Able to attend out of town meetings, if necessary, and drive personal vehicle.

Disclaimers

- Marginal functions of the position that are incidental to the performance of essential job duties have been excluded from this description.
- All requirements are subject to possible modification to reasonably accommodate qualified individuals with disabilities. Prospective employees are encouraged to discuss possible accommodations with the employer.
- Job descriptions in no way imply that the description includes every duty to be performed by the employee in the position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties required by the collaborative.

Poweshiek County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, reasonable accommodations will be provided to qualified individuals with disabilities. Prospective employees are encouraged to discuss potential needs for accommodations with the employer.

I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me. I understand that this is not necessarily an exhaustive list of responsibilities skills, duties, requirements, efforts or working conditions associated with the job. While this list is intended to be an accurate reflection of the current job, the Employer reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed as directed by the Employer. I understand that I may be required to work overtime, different shifts or hours outside the normally defined workday or workweek. I also understand that this job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time and for any reason, and the Employer has a similar right.

Employee Signature

Date

Employee Name (Print)

Department

Department Head or Election Official

Date
