

PERSONNEL COMMITTEE

REVISED AGENDA

February 19, 2020, IMMEDIATELY FOLLOWING THE FINANCE COMMITTEE MEETING
304 E. Grand River, Conference Room 4, Howell, MI 48843

Pages

7. RESOLUTIONS FOR CONSIDERATION

7.9 EMS

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Resolution Authorizing the Creation of a Billing Coordinator position

7.10 EMS

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Resolution Confirming the Grade Placement of the Deputy Director

7.11 EMS

18

Resolution Authorizing the Creation of the Office Manager

RESOLUTION

NO: [Title]

LIVINGSTON COUNTY

DATE: Click or tap to enter a date.

Resolution Authorizing the Creation of a Billing Coordinator position - [Emergency Medical Services]

WHEREAS, the Billing Coordinator – EMS is a new position that will have responsibility for providing administrative leadership for the billing function of the EMS office; and

WHEREAS, the position will be responsible for leading and monitoring workers engaged in billing activities, evaluating charges for service, validating field data, processing invoices/claims, posting payments, performing daily balancing of the accounts receivable, and maximizing the fees for service revenue for the department; and

WHEREAS, this position has been evaluated by Municipal Consulting Services, LLC., who is recommending the Billing Coordinator – EMS position be classified at Grade 6; and

WHEREAS, the position change is part of a wider restructuring plan at EMS that is expected to reduce expenditures.

THEREFORE BE IT RESOLVED that the Livingston County Board of Commissioners hereby approves the reclassification of the Billing Coordinator – EMS at Grade 6.

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MOVED:

SECONDED:

CARRIED:

MUNICIPAL CONSULTING SERVICES LLC

February 15, 2020

Ms. Jennifer Palmbo
Director of Human Resources/Labor Relations
Livingston County
304 East Grand River Avenue, Suite 205
Howell, MI 48843

Dear Ms. Palmbo,

This letter is in regard to your request for our firm to conduct a classification analysis for the new position of Billing Coordinator – EMS in the Livingston County organization. In completing the classification analysis for this position we have performed the following tasks:

- Reviewed job-related information including a draft job description submitted by the Director of EMS.
- Spoke with the Director of EMS to gain additional information concerning the duties of the position.
- Reviewed information regarding Livingston County's classification and compensation system including job evaluation totals and the grade structure.
- Point-factored the classification utilizing the accumulated understanding of the position, the pay structure and the job evaluation (point factor) plan.
- Developed a recommended pay grade level for the classification.

The results of the classification analysis for the position are included in the attached Table A. The position was evaluated based on ten compensable job factors. These are the same factors and values that were utilized to develop Livingston County's existing pay grade structure.

BACKGROUND FOR THE POSITION OF BILLING COORDINATOR - EMS

The Billing Coordinator – EMS is a new position that will have responsibility for providing administrative leadership for the billing function of the EMS office. The position will be responsible for leading and monitoring workers engaged in billing activities, evaluating charges for service, validating field data, processing invoices/claims, posting payments, performing daily balancing of the accounts receivable, and maximizing the fees for service revenue for the department. The incumbent will effectively serve as the expert source for all billing matters and have responsibility for preparing related financial statements and reports and performing analysis pertaining to revenue trends.

The results of the job evaluation for the position are summarized below.

POINT FACTOR ANALYSIS AND RESULTS

As noted above, we have evaluated the position using the ten point factors which comprise the County's job evaluation plan. The results of this evaluation are summarized in the attached Table A. In summary, the analysis has resulted in a point total of 1,580 for the Billing Coordinator – EMS. This would place the position in grade 6 of the County's pay grade structure.

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We have appreciated the opportunity to assist Livingston County in this important classification analysis. Please feel free to contact me at 734.904.4632 if you have questions or wish to discuss the findings and conclusions.

Very truly yours,



Mark W. Nottley, Principal
Municipal Consulting Services LLC

TABLE A
LIVINGSTON COUNTY
POINT TOTALS FROM CLASSIFICATION ANALYSIS PROCESS OF FEBRUARY 15, 2020

Classification Reviewed:	1	2	3	4	5	6	7	8	9	10	Recommended Total Points:	Recommended Grade:
Billing Coordinator – EMS	295	270	220	30	270	70	90	275	60	0	1580	6

LIVINGSTON COUNTY JOB DESCRIPTION

BILLING COORDINATOR - EMS

Supervised By: EMS Director

Supervises: Subordinate departmental employees as assigned

FLSA Status: Non-Exempt

Position Summary:

Under the supervision of the EMS Director, is responsible for providing administrative support for the billing function of the EMS office in a leader capacity. Responsible for performing supervisory and accounting work associated with overseeing EMS billing including evaluation of charges for service, validation of field data, processing of invoices/claims, posting of payments, daily balancing of the accounts receivable, and maximizing the fees for service revenue for the department. Prepares financial statements and reports and performs special analysis.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Develops, implements, and administers business operating policies and procedures and monitors the Medicare Compliance Plan. Audits the processes, practices, procedures, and related operations of the department to eliminate inefficiencies, ensure proper controls are established, and recommend appropriate changes. Assists the Director with complying with local, state, and federal laws, rules, and regulations while overseeing department operations.
2. Analyzes, reconciles, audits, compiles, calculates, and validates a variety of financial data, information, and transactions. Prepares comprehensive financial reports detailing department operations, processes, financials, and statistics and submits required reports to local, state, and federal agencies.
3. Responds to audit requests or requests for information from other agencies that require a full working knowledge of applied accounting principles and practices.
4. Functions as a lead worker and assists with coordinating department activities, such as tracking work, accounts payable and receivables, processing files or applications, relaying communications and information and providing related support.

5. Analyzes the department fee structure for service revenue and recommends appropriate rate changes to the Director to ensure approved levels of reimbursement.
6. Assists in preparing various reports detailing department operations, statistics, and other department or division information by collecting data for the EMS Director's annual report to the Board of Commissioners.
7. Coordinates document preparation and distribution including selecting appropriate forms and formats, composing correspondence, charts, memoranda, and minutes, and editing the work of others.
8. Responsible for researching legal information that pertains to the responsibilities of the EMS billing operation and maintains confidentiality.
9. Provides complex customer service to citizens regarding EMS department programs, policies, and procedures. Communicates with county departments and local municipalities regarding policies and resolutions.
10. Reconciles daily receivables.
11. Answers and screens all calls and visitors for the EMS Department, responds to inquiries regarding billing procedures and policies and determines when the attention of the EMS Director is required.
12. Schedules and oversees regular meetings for the EMS billing staff and prepares and organizes material for the meetings.
13. Responsible for recruiting staff for the office and providing orientation and training to new employees.
14. Allocates tasks and assignments to subordinates and monitors their performance.
15. Ensures top performance of office staff by providing them adequate coaching and guidance.
16. Responsible for developing and implementing billing policies by setting up procedures and standards to guide the operation of the office.
17. Maintains and updates billing office manuals and forms.
18. Keeps abreast of legislative and regulatory developments, new administrative techniques, and current issues through continued education and professional growth. Attends conferences, workshops, and seminars as appropriate.
19. Performs other duties as directed.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- Associate's Degree in business administration, accounting, health care administration, or a related field and three years of progressively more responsible experience in accounting or financial analysis.
- The County, at its discretion, may consider an alternative combination of formal education and work experience.
- Certified Ambulance Coder.
- Thorough knowledge of the principles and practices of administrative support, office procedures, and records management.
- Strong working knowledge of Medicare, Medicaid, and health insurance standards of practice, financial and operational controls, analyzing and interpreting financial information, preparing financial reports, and related local, state, and federal laws, rules, and regulations.
- Skill in assembling and analyzing data and preparing comprehensive and accurate reports.
- Skill in effectively communicating ideas and concepts orally and in writing.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with County employees, contractors to the County, representatives of other governmental units, professional contacts, elected officials, and the public.
- Ability to assess situations, solve problems, work effectively under stress, within deadlines, and in emergency situations.
- Skill in the use of office equipment and technology, including Microsoft Suite applications and the ability to learn software applications and databases utilized by the EMS department.
- Ability to attend meetings scheduled at times other than normal business hours.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to communicate in person and by telephone, read regular and small print, view and produce written and electronic documents, and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office setting, stand, sit, stoop and kneel, use hands to finger, handle, or feel and reach with hands and arms. The employee must lift or push/pull objects of up to 15 lbs. without assistance. Accommodation will be made, as needed, for office employees required to lift or move objects that exceed this weight.

The typical work environment of this job is a business office setting where the noise level is quiet and sometimes moderate.

RESOLUTION

NO: [Title]

LIVINGSTON COUNTY

DATE: Click or tap to enter a date.

**Resolution Confirming the Grade Placement of the Deputy Director – EMS position
- [Emergency Medical Services]**

WHEREAS, the Deputy EMS Director is a vacant position that was previously titled Deputy County Administrator /Deputy EMS Director. The incumbent previously holding that title is no longer with the County and the designation as Deputy County Administrator is no longer applicable to the position; and

WHEREAS, instead, the position will be devoted entirely to the administration of EMS operations while serving as second-in-command. Generally speaking, these duties will focus on assisting the Director in executive leadership, organizational management, identification and institution of new best practices, fiscal planning, budgeting, auditing, human resources management, operational service planning, public relations and communications; and

WHEREAS, this position has been evaluated by Municipal Consulting Services, LLC., who is recommending the Deputy EMS Director position remain classified at Grade 13.

THEREFORE BE IT RESOLVED that the Livingston County Board of Commissioners hereby confirms the findings of Municipal Consulting Services, LLC. that the Deputy EMS Director position remain classified at Grade 13.

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**MOVED:
SECONDED:
CARRIED:**

MUNICIPAL CONSULTING SERVICES LLC

February 15, 2020

Ms. Jennifer Palmbo
Director of Human Resources/Labor Relations
Livingston County
304 East Grand River Avenue, Suite 205
Howell, MI 48843

Dear Ms. Palmbo,

This letter is in regard to your request for our firm to conduct a classification analysis for the revised position of Deputy EMS Director in the Livingston County organization. In completing the classification analysis for this position we have performed the following tasks:

- Reviewed job-related information including a draft job description submitted by the Director of EMS.
- Spoke with the Director of EMS to gain additional information concerning the duties of the position.
- Reviewed information regarding Livingston County's classification and compensation system including job evaluation totals and the grade structure.
- Point-factored the classification utilizing the accumulated understanding of the position, the pay structure and the job evaluation (point factor) plan.
- Developed a recommended pay grade level for the classification.

The results of the classification analysis for the position are included in the attached Table A. The position was evaluated based on ten compensable job factors. These are the same factors and values that were utilized to develop Livingston County's existing pay grade structure.

BACKGROUND FOR THE POSITION OF DEPUTY EMS DIRECTOR

The Deputy EMS Director is a vacant position that was previously titled Deputy County Administrator /Deputy EMS Director and paid a stipend for the Deputy County Administrator responsibilities. The incumbent previously holding that title is no longer with the County and the designation as Deputy County Administrator is no longer applicable to the position. Instead, the position/new hire will be devoted entirely to the administration of EMS operations while serving as second-in-command. Generally speaking, these duties will focus on assisting the Director in executive leadership, organizational management, identification and institution of new best

practices, fiscal planning, budgeting, auditing, human resources management, operational service planning, public relations and communications.

The results of the job evaluation for the position are summarized below.

POINT FACTOR ANALYSIS AND RESULTS

As noted above, we have evaluated the position using the ten point factors which comprise the County's job evaluation plan. The results of this evaluation are summarized in the attached Table A. In summary, the analysis has resulted in a point total of 2,585 for the Deputy EMS Director. This would place the position in grade 13 of the County's pay grade structure.

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We have appreciated the opportunity to assist Livingston County in this important classification analysis. Please feel free to contact me at 734.904.4632 if you have questions or wish to discuss the findings and conclusions.

Very truly yours,



Mark W. Nottley, Principal
Municipal Consulting Services LLC

TABLE A
LIVINGSTON COUNTY
POINT TOTALS FROM CLASSIFICATION ANALYSIS PROCESS OF FEBRUARY 15, 2020

Classification Reviewed:	1	2	3	4	5	6	7	8	9	10	Recommended Total Points:	Recommended Grade:
Deputy EMS Director	360	480	340	130	480	150	110	475	40	20	2585	13

LIVINGSTON COUNTY JOB DESCRIPTION

DEPUTY EMS DIRECTOR

Supervised By: Director of EMS

Supervises: Subordinate departmental employees

FLSA Status: Exempt

Position Summary:

Under the supervision of the Director of EMS is responsible for serving as the principal advisor and second-in-command to the Director of EMS on all issues pertaining to the EMS Department. Assists the Director of EMS in the execution of his/her authority and responsibilities in the areas of executive leadership, managerial and organizational effectiveness, fiscal planning, budgeting, auditing, human resources development, public service, and communications.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Coordinates with the EMS Director in the development and monitoring of the annual EMS budget and coordinates with the Chief Medical Examiner Investigator in the development and monitoring of the Medical Examiner's budget.
2. Assigns or delegates responsibility for assignment of work, directs personnel, evaluates performance of all employees and assures necessary training and professional development. Takes disciplinary action according to established procedures. Responsible for the coordination and administration of all leave of absences. Responsible for the hiring process of all EMS personnel and hiring of all Medical Examiner Investigators including interviews, background checks, and selection.
3. Negotiates and/or approves contracts with suppliers, distributors, state or federal agencies, and other health care organizations and ensures compliance with all local, state and federal laws. Prepares and manages contracts with vendors and lessees.
4. Leads the department in the initial and continued accreditation process.
5. Assists the Director with the management and direction of the department operations, developing and implementing policies and procedures, planning for the future needs of the department, planning and guiding building and capital improvement projects, administering the labor agreement, and serves as a member of management's collective bargaining team.

6. Designated as the HIPAA Compliance Officer, FOIA Compliance Officer, MICU coordinator, and serves as the primary emergency operations center command team member in the event of a disaster.
7. Responsible for grant writing and administration of all funds and equipment received through grant dollars.
8. Reviews and develops various reports regarding department operations, monitors compliance with applicable laws, rules, and regulations and researches current trends in EMS services. Consults legal council to ensure policies comply with local, state and federal laws.
9. Participates in community and other government organizations to promote the department's image and programs and to coordinate related services. Collaborates with local officials, public safety officials, advisory boards, and committees.
10. Oversees information technology changes and stays abreast of current trends in technology, information security and electronic building security.
11. Performs Paramedic duties as necessary.
12. Keeps abreast of legislative and regulatory developments, new administrative techniques, and current issues through continued education and professional growth. Attends conferences, workshops, and seminars as appropriate.
13. Performs other duties as directed.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- Bachelor's Degree in business administration, emergency management, public safety or significant progress toward completion, and five years of progressively more responsible experience in EMS operations and supervision.
- The County, at its discretion, may consider an alternative combination of formal education and work experience.
- State of Michigan Paramedic License, Hazardous Material Operations certification, and meets or exceeds the Washtenaw/Livingston Medical Control Authority requirements.
- Certified Medical Transport Executive, Certified Ambulance Coder, completion of NIMS 100, 200, 300, 400, 700 and 800 courses, and FP-C or UMBC Critical Care Paramedic.

- Michigan Vehicle Operator's License.
- Thorough knowledge of the professional public management techniques involved in budgeting, personnel administration and resource management, and the ability to identify and implement new best practices.
- Thorough knowledge of the principles and practices of business administration, providing emergency medical and ambulance services, and providing non-emergency transport.
- Considerable knowledge of trends in emergency services, developing department policies and procedures, maintaining Paramedic equipment, providing Paramedic services, handling and resolving personnel issues, and applying local, state and federal law, rules and regulations.
- Skill in assembling and analyzing data, preparing comprehensive and accurate reports, and formulating policy and service recommendations.
- Skill in effectively communicating ideas and concepts orally and in writing, and making presentations in public forums.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with County employees, contractors to the County, representatives of other governmental units, professional contacts, elected officials, and the public.
- Ability to assess situations, solve problems, work effectively under stress, within deadlines, and in emergency situations.
- Skill in the use of office equipment and EMS technologies, Microsoft Suite applications and specialized EMS software, databases and equipment.
- Ability to attend meetings after work hours and respond to emergencies or service needs on a 24-hour basis.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to communicate in person and by telephone, read regular and small print, view and produce written and electronic documents, and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office setting, stand, sit, stoop and kneel, use hands to finger, handle, or feel and reach with hands and arms. The employee must lift or push/pull objects of up to 15 lbs. without assistance. Accommodation will be made, as needed, for employees required to lift or

move objects that exceed this weight.

The typical work environment of this job is a business office setting where the noise level is quiet and sometimes moderate. However, the incumbent could also be assigned to duties as a field supervisor/Paramedic if conditions warrant. In this situation, the incumbent could be exposed to unsanitary or unhygienic materials, individuals and situations in the course of performing required duties.

RESOLUTION

NO: [Title]

LIVINGSTON COUNTY

DATE: Click or tap to enter a date.

Resolution Authorizing the Creation of the Office Manager – EMS Position - [Emergency Medical Services]

WHEREAS, the Office Manager – EMS is a new position that will have responsibility for the oversight, supervision and coordination of human and other resources for the EMS Office; and

WHEREAS, the position will also play a key role in the centralization and coordination of technology systems as well as managing the accounts payable and receivables system, The incumbent will provide associated training for both of these functions and will oversee and serve as leader for all technological aspects of the EMS Director’s office, including implementing and maintaining software linked to the County’s financial system, EMS billing system and credit card processing software as well as EMS webpage update and on-line services management, social media and various other new technologies as they come on-line; and

WHEREAS, this position has been evaluated by Municipal Consulting Services, LLC., who is recommending the Office Manager – EMS position be classified at Grade 7; and

WHEREAS, the position change is part of a wider restructuring plan at EMS that is expected to reduce expenditures.

THEREFORE BE IT RESOLVED that the Livingston County Board of Commissioners hereby approves the reclassification of the Office Manager – EMS position be at Grade 7.

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**MOVED:
SECONDED:
CARRIED:**

MUNICIPAL CONSULTING SERVICES LLC

February 15, 2020

Ms. Jennifer Palmbos
Director of Human Resources/Labor Relations
Livingston County
304 East Grand River Avenue, Suite 205
Howell, MI 48843

Dear Ms. Palmbos,

This letter is in regard to your request for our firm to conduct a classification analysis for the new position of Office Manager – EMS in the Livingston County organization. In completing the classification analysis for this position we have performed the following tasks:

- Reviewed job-related information including a draft job description submitted by the Director of EMS.
- Spoke with the Director of EMS to gain additional information concerning the duties of the position.
- Reviewed information regarding Livingston County's classification and compensation system including job evaluation totals and the grade structure.
- Point-factored the classification utilizing the accumulated understanding of the position, the pay structure and the job evaluation (point factor) plan.
- Developed a recommended pay grade level for the classification.

The results of the classification analysis for the position are included in the attached Table A. The position was evaluated based on ten compensable job factors. These are the same factors and values that were utilized to develop Livingston County's existing pay grade structure.

BACKGROUND FOR THE POSITION OF OFFICE MANAGER - EMS

The Office Manager – EMS is a new position that will have responsibility for the oversight, supervision and coordination of human and other resources for the EMS Office. The position will also play a key role in the centralization and coordination of technology systems as well as managing the accounts payable and receivables system. The incumbent will provide associated training for both of these functions and will oversee and serve as leader for all technological aspects of the EMS Director's office, including implementing and maintaining software linked to the County's financial system, EMS billing system and credit card processing software as well as

EMS webpage update and on-line services management, social media and various other new technologies as they come on-line.

The incumbent will play a continuing role in evaluating and developing internal processes and procedures with respect to the daily operations of the office while incorporating efficiencies, internal financial controls and new best practices.

The results of the job evaluation for the position are summarized below.

POINT FACTOR ANALYSIS AND RESULTS

As noted above, we have evaluated the position using the ten point factors which comprise the County's job evaluation plan. The results of this evaluation are summarized in the attached Table A. In summary, the analysis has resulted in a point total of 1,705 for the Office Manager – EMS. This would place the position in grade 7 of the County's pay grade structure.

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We have appreciated the opportunity to assist Livingston County in this important classification analysis. Please feel free to contact me at 734.904.4632 if you have questions or wish to discuss the findings and conclusions.

Very truly yours,



Mark W. Nottley, Principal
Municipal Consulting Services LLC

TABLE A
LIVINGSTON COUNTY
POINT TOTALS FROM CLASSIFICATION ANALYSIS PROCESS OF FEBRUARY 15, 2020

Classification Reviewed:	1	2	3	4	5	6	7	8	9	10	Recommended Total Points:	Recommended Grade:
Office Manager – EMS	295	270	260	30	300	80	110	300	60	0	1705	7

LIVINGSTON COUNTY JOB DESCRIPTION

OFFICE MANAGER - EMS

Supervised By: EMS Director and Deputy Director

Supervises: Functions as a leader and working supervisor

FLSA Status: Non-Exempt

Position Summary:

Under the supervision of the EMS Deputy Director and EMS Director, is responsible for supervising/overseeing the day-to-day support services of the EMS Director's office. Oversees the accounts payable and accounts receivable functions with a particular emphasis on technological systems for this group as well as the entire EMS Director's office. Responsibilities include coordinating, implementing, and maintaining multiple software systems and various technology used within the department, county-wide, and by outside organizations and public agencies, developing and documenting internal processes/procedures/efficiencies, and providing administrative support to the EMS Director's office in a leader capacity. Also, performs all of the duties of an Administrative Specialist.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Provides day-to-day oversight of the both accounts payable and accounts receivable functions with a particular emphasis on monitoring the use of technology, running reports, training for upgrades and evaluating conditions and performance.
2. Oversees all technological aspects of the EMS Director's office, including implementing and maintaining software linked to the County's financial system, EMS billing system and credit card processing software as well as EMS webpage and on-line services, social media and various other new and emerging technologies.
3. Analyzes and develops internal processes and procedures with respect to the daily operations of the office while incorporating efficiencies, internal controls and best practices.
4. Documents internal processes and procedures, and instructs and educates department staff, other County staff, outside organizations and representatives of governmental agencies as to those processes/procedures.

5. Performs troubleshooting for systems problems and instructs employees, other government agencies and private businesses in proper system use or the use of new techniques.
6. Functions as a lead worker and assists with coordinating department activities related to accounts payable, accounts receivable, and accounting.
7. Serves as a liaison between assigned operational areas and employees in other departments as well as a full range of customers and interested parties.
8. Provides support for the Billing Coordinator and Billing Specialist, due to workload requirements, vacation or other forms of leave. This includes providing assistance to customers and vendors, in person, by phone and email regarding their invoices and payments, or other related activities, and assisting customers in completing appropriate forms. Also responsible for receiving payments, issuing receipts, recording receipts, balancing deposits, cash drawer, and preparing bank deposits.
9. Performs basic office duties, such as copying, filing, faxing, typing standard documents, preparing, sorting, and distributing mail and entering data. Prepares form letters and correspondence regarding departmental operations.
10. Performs other duties as directed.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- Associate's Degree in business administration with some coursework/training in information technology and three years of progressively more responsible experience in a position requiring business experience as well as database software familiarity.
- The County, at its discretion, may consider an alternative combination of formal education and work experience.
- Certified Cash Handler within one year of hire.
- Good working knowledge of the principles and practices of governmental accounting.
- Thorough knowledge of the principles and practices of administrative support and office procedures.
- Considerable skill in using and learning various database software, developing the best use of the software for desired outcomes and ability to train others on the functionality.

- Strong public relations skills and experience for contact with vendors, local business leaders and local government officials.
- Skill in the use of office equipment and technology, including Microsoft Suite applications and the County's financial system software as well as database applications.
- Knowledge of the principles and practices of receipting payments
- Considerable skill in performing mathematical calculations, applying basic office principles, handing cash, receipting and posting payments, performing basic journal entries, reconciling accounts, and maintaining detailed and accurate records.
- Skill in effectively communicating ideas and concepts orally and in writing.
- Skill in assembling and analyzing data and preparing accurate reports.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with County employees, contractors to the County, representatives of other governmental units, professional contacts, elected officials, and the public.
- Ability to assess situations, solve problems, work effectively under stress, within deadlines, and in emergency situations.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to communicate in person and by telephone, read regular and small print, view and produce written and electronic documents, and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office setting, stand, sit, stoop and kneel, use hands to finger, handle, or feel and reach with hands and arms. The employee must lift or push/pull objects of up to 15 lbs. without assistance. Accommodation will be made, as needed, for office employees required to lift or move objects that exceed this weight.

The typical work environment of this job is a business office setting where the noise level is quiet and sometimes moderate.