

CHEYENNE COUNTY

POSITION TITLE: Generalist Technician
DATE: September 30, 2020
RESPONSIBLE TO: Director of Human Services

SUMMARY OF POSITION:

Assess clients for program or service eligibility, acquire and enter necessary information and ensure clients receive the services offered. Document and manage case files according to State of Colorado rules.

ESSENTIAL JOB FUNCTIONS:

Greeting clients, answering phones, operating basic office equipment (fax machine, copier, computer), filing, scheduling, maintaining files, attending trainings and conducting appointments for assistance or questions. Ensure that services are delivered to eligible clients in a timely manner in accordance with Federal, State and Local agency rules and procedures. Position may perform special projects and research reports as required, and position may need to use a vehicle to perform one or more essential functions.

JOB REQUIREMENTS:

This position requires a thorough knowledge of the rules and regulations of the various programs set forth by the State of Colorado and applying these rules to applications received in the office. This position also requires the ability to be able to use those rules and answer questions or provide assistance to a client filling out an application. Once applications are received and the data entered, this position is responsible for maintaining the case file and ensuring all ongoing information is collected and documented appropriately.

OTHER RESPONSIBILITIES:

Perform other job-related duties as required subject to policy determination of the Director of Human Services.

DIFFICULTY OF WORK:

Work requires the ability to perform under pressure and time constraints. Position must be able to handle possible hostile clients, staff and community members at large. Work is performed on a variety of computer programs, which may have similar and dissimilar attributes. Position may require the ability to sit for long periods of time at a desk and operating a computer. Job requires the ability to stay objective in all areas of service delivery and office operations. Job requires attending meetings within County and outside of County.

QUALIFICATIONS, EDUCATION, TRAINING AND EXPERIENCE LEVEL:

Minimum requirements are high school diploma or GED. Experience with office equipment and State of Colorado computer systems a plus, but not required as training will be offered. A combination of education, training and experience which provides the knowledge, skills and abilities to perform the functions required for the job.

LICENSES AND CERTIFICATIONS:

Valid driver's license and ability to work in the U.S.

TECHNICAL SKILLS:

- Ability to use computer and software systems
- Ability to use multi-line telephones, fax and copy machines
- Willing and able to follow directions and adhere to policy
- Ability to work with other staff, independently and efficiently
- Professionalism and confidentiality
- Ability to read and interpret documents
- Good communication skills, both oral and written
- Ability to multitask and be flexible
- Ability to follow verbal and written instructions
- Organized work, setting priorities and follow-up on assignments
- Define problems, collect data, establish facts, draw valid conclusions and implement appropriate solutions.

WORKING ENVIRONMENT AND MENTAL/PHYSICAL REQUIREMENTS:

Paperwork is completed in a small office setting shared with other staff members and department. There may be travel to and from meetings and trainings that could involve unexpected weather conditions. Requires sitting at a desk working on a computer for long periods of time and ability to learn and apply new concepts as rules change. Normal office noises/distractions are possible.

ORGANIZATIONAL RELATIONSHIPS:

Position is responsible to the Department’s Director.

COMMUNICATIONS:

Courteous and effective working relationships with Board of County Commissioners, citizens of Cheyenne County, State and Federal agencies, multiple county and regional agencies as well as staff and other County employees. Work requires contact with legal, medical, psychiatric professionals and resource organizations for the purpose of maintaining information as it pertains to the individual case(s).

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYMENT AGREEMENT.

Nothing in this job description restricts Cheyenne County’s ability to assign, reassign or eliminate duties and responsibilities of this job at any time. It does not prescribe or restrict the tasks that may be assigned. This job description describes the County’s current assignment of essential functions. Those functions may change at any time as the needs of the County change or for other reasons deemed appropriate by the County.

I, _____ have read the above job description for the Cheyenne County Human Services Generalist Technician. To the best of my knowledge, I am able to perform all duties of the job as described.

_____	_____	_____
Employee Signature	Employee Printed Name	Date

_____	_____	_____
Chairman Signature	Chairman Printed Name	Date