

SNOHOMISH COUNTY JOB DESCRIPTION
CASE MANAGEMENT ADMINISTRATIVE ASSISTANT

Spec No. 2263

BASIC FUNCTION

Assists case management staff with complex and confidential administrative support.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Acts as liaison between case managers and aides with clients and independent providers; initiates appropriate action regarding requests for services or complaints.
2. Coordinates and schedules appointments and travel arrangements; maintains multiple case management calendars.
3. Composes and formats letters, memos, forms and charts; proofs and edits material submitted by others for distribution; plans, organizes and coordinates meetings; takes minutes; transcribes, edits and finalizes minutes.
4. Maintains custody of and processes confidential client and independent provider personnel information; establishes and maintains confidential files, working files, and legal documents; screens phone inquiries and refers calls to other staff members as appropriate; processes mail and sorts according to action taken.

STATEMENT OF OTHER JOB DUTIES

5. Coordinates various reports and documents with other divisions, agencies, and offices as necessary.
6. Provides information to the public, staff, and other departments regarding policies and procedures.
7. Coordinates special projects as assigned.
8. Attends professional seminars, training and meetings as required.
9. Performs related duties as required.

MINIMUM QUALIFICATIONS

An Associates degree and two (2) years increasingly complex administrative experience; OR, any equivalent combination of training and/or experience that provides the required knowledge and abilities. Must pass job related tests.

SPECIAL REQUIREMENTS

A valid Washington State Driver's License may be required.

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KNOWLEDGE AND ABILITIES

Knowledge of:

- case management
- conflict management and effective communication
- proper English, spelling, grammar, punctuation and word usage
- basic bookkeeping and recordkeeping
- computer technology
- office practices and procedures

Ability to:

- work under pressure and meet deadlines and cope with interruptions
- analyze and resolve work related problems
- exercise initiative and judgment and make decisions within scope of assigned authority
- communicate effectively both orally and in writing
- establish and maintain effective working relationships with public and private officials, other county employees and the general public
- maintain necessary records and prepare required reports
- operate standard office equipment and applied software packages
- manage multiple tasks/activities while meeting specific deadlines
- maintain a high degree of accuracy with detailed information

SUPERVISION

The employee reports to an administrative superior as assigned. The supervisor establishes objectives, priorities and deadlines. The work is reviewed through periodic meetings, status reports and by evaluation of results obtained.

WORKING CONDITIONS

The work is performed in the usual office environment.

Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: June 2004
EEO Category: 5 - Paraprofessionals
Pay Grade: 310 – Clerical Pay Plan
Workers Comp: 5306 Non-Hazardous