

BOARD ADDITIONS
January 20, 2021

GOVERNING BOARD

X. Decision Items

16. Request for Office Support Specialist



Position Request Form

Ag 081 04 18

SECTION 1: Process

1. Supervisors will complete the internal position justification form and submit to their Division Director.
2. Division Director completes position request form outlining their justification for requesting a new or open position and submits to Director.
3. Executive Team will review requests. Director will make final recommendations to the SWHHS Governing Board.

SECTION 2: New Position Information

New Position Title: Office Support Specialist Division/Unit: Office Services

New Position Replacement Permanent Temporary Promotion
Is Funding Budgeted for This Position? Yes, Budgeted No, Not Budgeted

Desired hire date: **ASAP** FTE Requested: **yes**

*Attached additional sheets if necessary.

1. What will the essential functions performed by this position include?

The purpose of this position is to deliver assistance to customers and staff in giving out needed information for application processing, appointment information, referral information and coordination of income maintenance, child support and social services program delivery via telephone and face-to-face contact. Imaging paperwork so income maintenance can process cases will also be a main component of this position.

2. Why are you recommending this position be authorized?

The Office Services Unit is already down 1 FTE in the Marshall location so the work capacity cannot be distributed any further. It was determined it is crucial for two office support specialists on the Human Services floor through the agency volume checks for 4 weeks time. The office support specialist is the face of the agency- if filled, this position would help ensure customer service remains at the highest standard.

<p>3. What alternatives to hiring a new position have been considered?</p> <p>As I previously said, we are already down one (1) FTE in the Marshall office. We have divided the duties among the other 3 staffed here. I strongly feel that we do not have the capacity to distribute more work to the other OSS here, nor is it possible for 1 person to manage the workload and volume on the Human Services floor.</p> <p>If we were unable to fill the position, we would delegate more duties- and possibly not be able to assist other units we currently help now.</p>
<p>4. Please indicate how this position will be funded? Check all that apply.</p> <p><input type="checkbox"/> 100% Levy</p> <p><input type="checkbox"/> Part Levey/Part Grant or Reimbursement</p> <p><input type="checkbox"/> 100% Grant or Reimbursement</p> <p><input checked="" type="checkbox"/> Other: County levy, IM FFP, SS ADM</p> <p>Salary range \$40,214 - \$57,795 (Salary, FICA, PERA and Insurance Contribution)</p>
<p>5. What new or additional funding would support this position? Please identify any <u>NEW</u> dollars available to support this request. Grant resources already committed to existing expenditures should not be listed. Please be detailed.</p> <p>N/A</p>
<p>6. What is the Return of Investment (ROI)?</p> <p>N/A</p>
<p>7. What would the impact be to your customers and the community if this position is not authorized?</p> <p>If this position wasn't approved, the customer service that we strive to withhold to the standards of an agency of excellence, would be difficult to maintain. Imaging for the Income Maintenance department would be delayed, resulting in them potentially not meeting the DHS requirements for processing paperwork. Application packets for Income Maintenance, Out of Home Placements and Child Care Assistance could be delayed in getting to clients that need them.</p>
<p>8. How does this position support the core mission of your department?</p> <p>Office Support is the face of Southwest Health & Human Services. We show kindness, compassion and have</p>

knowledge of every single department/program that we offer. We are proud to offer the best customer service and maintain a high level of service standards.

SECTION 3: Signatures

Completed by: **APPROVED**
By Monica.Christianson at 11:48 am, Jan 19, 2021 Date: _____

Division Director Signature: _____ Date: _____

Director Signature: **APPROVED**
By Beth Wilms at 2:40 pm, Jan 19, 2021 Date: _____