



Job Description

TITLE: Office Assistant III - Risk Management	JOB CODE: 4905
DEPARTMENT: Legal	FLSA: Non-Exempt
PREPARED: November 2005	FLSA CLASS: Clerical
UPDATED: April 12, 2022	WORK LOCATION: Aztec, NM
	REMOTE WORK ELIGIBLE: YES

Summary: Under general supervision, performs a variety of clerical, technical, organizational and administrative activities to support the functions of Risk Management. Often the front-line representative, this position must possess outstanding public relations and written and oral communication skills.

Essential Job Functions: *The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Maintains accident and injury related files; researches files and computer databases; assures all administrative actions are in compliance with County policy, procedures and guidelines.
- Researches inquiries from employees with workman's compensation questions as well as public claims; reviews and processes forms to execute claims transactions.
- Maintains risk management statistical information; collects statistical data and compiles data for reports; updates and assures the accuracy of databases; creates management reports.
- Utilizes the County payroll computer system to input, access, retrieve, and analyze data; updates automated and manual computer records and tracking systems.
- Compiles and reports employee injuries; assists in the investigation of worker's compensation claims and assist worker's compensation administrator as requested.
- Receives, compiles, and reports third party claims and assists in the investigation of those claims as requested.
- Monitors budget, contracts and expenditures; collects, compiles and analyzes data and information.
- Coordinates the annual Risk Manager's budgeting process; monitors the budget cycle and department submittal timelines, organizes documentation, and coordinates the formal submittal process.
- Maintains calendar; receives, opens, reviews and distributes mail; prepares purchase orders and vouchers; establishes and maintains filing procedures; coordinates and monitors assigned projects.
- Keys, edits and prepares correspondence, memoranda, letters, legal documents, information packets and other communications; responds to routine letters and composes general correspondence as directed.
- Answers phones and determines nature of the calls; logs and routes calls to appropriate individuals, offices, work units, divisions or departments to handle inquiries and complaints; takes and delivers messages.
- Performs other related duties as assigned.

Required Knowledge and Skills:

- Knowledge of administrative procedures, methods and practices.
- Knowledge of customer service principles, practices and techniques.

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Office Assistant

- Knowledge of County policies and procedures.
- Knowledge of a variety of computer software applications including Microsoft Office.
- Knowledge of County accounting and budgeting systems.
- Knowledge of the basic principles of record keeping and records management.
- Skill in advanced office procedures.
- Skill in following and effectively communicating verbal and written instructions.
- Skill in working independently and as a team member.
- Skill in assessing and prioritizing multiple tasks, projects and demands.
- Skill in coordinating calendars, appointments, room assignments and similar activities.
- Skill in researching, compiling and preparing reports and related information.
- Skill in following complex oral and written instructions, policies and procedures.
- Skill in the use of a personal computer and standard business software.
- Skill in communicating effectively, both orally and in writing.
- Skill in establishing and maintaining effective working relationships with elected officials, County staff and the general public.

Education and Experience

- High School diploma or GED equivalent and five (5) years of administrative or clerical experience.
- Insurance background helpful, but not required.
- Valid State of New Mexico Driver's license or able to obtain within six (6) months of employment.

Environmental Factors and Conditions/Physical Requirements:

- Work is performed in an office environment; may be subject to repetitive motion such as typing, data entry and vision to monitor; may be subject to extended periods of intense concentration in the review of documents and reports.
- May be subject to bending, reaching, kneeling and lifting such as retrieving files, records, and reports.
- Work schedule for this position may include working on religious holidays.
- Utilize, process, and navigate the County's electronic ERP system as necessary and appropriate based on the needs and requirements of this position.
- Some work duties may be performed "remotely" outside of County facilities. For remote access you must complete and maintain a current remote work agreement.

Equipment and Tools Utilized:

- Equipment utilized includes computerized and conventional office equipment.

Approvals:

Employee:	_____	Date:	_____
Supervisor	_____	Date:	_____
Department Head:	_____	Date:	_____