

## **OFFICE OPERATIONS ASSOCIATE**

### **Position Summary**

Under the general supervision of the Veterans Home Administrator (Commandant) at the Wisconsin Veterans Home in King (WVHK), this Office Operations Associate provides a wide range of program administrative support, which includes serving as receptionist, providing information to visitors, members and staff; handling phone and web inquiries for information; entering member admission data into the computerized record, preparing admission meeting documents; providing support for admission meetings; preparing member identification cards; assisting with funeral and burial details and document preparation; compiling data for unit reports; preparing correspondence, forms and reports; scheduling and conducting tours; producing and collecting admission and tour support materials; updating form and supply inventories; proofing, organizing and producing forms, records and directories; filing admission and discharge records, cross-training staff for back up on key duties, and providing support to the Admissions & Discharges Unit and Commandant.

### **Time %    Goals and Worker Activities**

#### **50% A.    Provision of Administrative Support for Admissions**

- A1. Prepare, proof and organize documents and forms for signature at new member admission meetings.
- A2. Perform data entry of member admission information into the federal and nursing home health care software as basis for member reports generated for multiple campus units.
- A3. Enter various new member information to the computer charting system.
- A4. Verify Social Security and Medicare information and records in the healthcare software.
- A5. Provide member admission meeting correspondence and welcome packets.
- A6. Collect admission information and required disclosure packets for new member meetings.
- A7. Sequence facility, county, state and federal admission documents based on member classification.
- A8. Prepare member identification cards.
- A9. Assist with distribution of post-admission file documents to WVHK units and other agencies.
- A10. Process Admissions & Discharges mail; hand-delivering documents when needed.
- A11. Provide general eligibility information and admission materials for admission prospects.
- A12. Respond to phone, web and email inquiries and requests for information.
- A13. Check availability and schedule the use of conference rooms as needed.
- A14. Schedule appointments for pre-admission meetings.
- A15. Update admission brochures; ensuring current versions of all documents are available for print and electronic use.
- A16. Maintain inventories of informational brochures, forms and admission support materials.
- A17. Prepare checklists and summaries to document operational procedures and processes.
- A18. Prepare statistical reports for Admissions & Discharges Unit and WVHK Administration.
- A19. Process new member welcome letters for Commandant's signature.
- A20. Provide support with operations and special projects as requested by Admissions & Discharges Unit staff.

**30% B. Provision of Administrative Support for Discharges, Member Services and WVHK Administration**

- B1. Compile information, format, update and distribute campus phone directory list with new staff information as needed.
- B2. Assist with funeral and burial details and document preparation.
- B3. Prepare monthly birthday list for volunteers and member birthday cards for Commandant's signature.
- B4. Complete member flag application.
- B5. Maintain member administrative files.
- B6. Maintain inactive files in storage.
- B7. Answer telephone and record and distribute messages.
- B8. File general correspondence, reports and personal data in members' files.
- B9. Perform miscellaneous program assistant duties for Admissions & Discharges Unit.
- B10. Perform other support duties as requested.

**20% C. Performance of Reception and Customer Service Duties**

- C1. Greet visitors at designated member hall or area assigned by Commandant.
- C2. Operate phone paging system and make public address announcements when necessary.
- C3. Assist visitors in locating members, employees, or units, maintaining confidentiality of information.
- C4. Answer questions and provide information via phone, email, mail, electronic media and face-to-face.
- C5. Train staff in reception activities, record filing, and ancillary duties as needed.
- C6. Maintain inventory of Admissions & Discharges Unit supplies and schedule equipment support and maintenance as needed.
- C7. Perform other duties as requested by Commandant.

## **Knowledge, Skills and Abilities**

1. Ability to prioritize, plan and problem solve work assignments
2. Skill in verbal, written and interpersonal communication
3. Skill in computer and software use, including Microsoft Office Suite or similar applications and specialized software
4. Ability to use public address systems and central telephone systems
5. Knowledge of filing, typing, entering data, maintaining records, office equipment, using and completing forms, and practical office operations
6. Knowledge of confidentiality protocols and regulations such as the Health Insurance Portability and Accountability Act (HIPAA)
7. Knowledge of procedures for handling confidential records
8. Ability to organize and prioritize information and assignments
9. Ability to work independently and as a member of a team
10. Ability to follow instructions accurately and meet deadlines
11. Skill in providing customer service
12. Ability to review and proofread work products to ensure accuracy
13. Knowledge of state and federal regulations related to personally identifiable data privacy and security
14. Ability to remain adaptable and flexible
15. Ability to work in an environment with many interruptions
16. Ability to discern emergency situations and follow appropriate member-assistance protocols
17. Knowledge of safety rules, regulations and emergency protocols of WVHK
18. Knowledge of safe techniques for transporting patients in wheelchairs
19. Ability to determine critical information for reporting purposes

## **Physical Requirements**

Job duties require the ability to transport patients weighing up to 350 pounds in a wheelchair.

## **Working Conditions**

Work is performed in a computerized office setting at a long-term care facility.