

POSITION DESCRIPTION

OSER-DMRS-11 (Rev. 03-06)
 State of Wisconsin
 Office of State Employment Relations

1. Position No.	2. Cert / Reclass Request No.	3. Agency No.
317499		550

4. NAME OF EMPLOYEE	5. DEPARTMENT, UNIT, WORK ADDRESS Office of the State Public Defender 819 N 6 th St Rm 908 Milwaukee, WI 53202-1606
6. CLASSIFICATION TITLE OF POSITION Office Operations Associate	
7. CLASS TITLE OPTION (to be filled out by Personnel Office)	8. NAME AND CLASS OF FORMER INCUMBENT B. Cerda, Office Operations Associate
9. AGENCY WORKING TITLE OF POSITION Office Operations Associate - Spanish Speaking	
11. NAME AND CLASS OF FIRST-LINE SUPERVISOR Linda Catena, Prog. Asst. Supv. Adv	12. FROM APPROXIMATELY WHAT DATE HAS THE EMPLOYEE PERFORMED THE WORK DESCRIBED BELOW.

DOES THIS POSITION SUPERVISE SUBORDINATE EMPLOYEES IN PERMANENT POSITIONS? Yes No
 If yes, complete and attach a Supervisory Position Analysis form (OSER-DMRS-84).

14. POSITION SUMMARY – PLEASE DESCRIBE BELOW THE MAJOR GOALS OF THIS POSITION:

See Attached.

15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION

— GOALS: Describe the major achievements, outputs, or results. List them in descending order of importance.
 — WORKER ACTIVITIES: Under each goal, list the worker activities performed to meet that goal.
 — TIME %: Include for goals and major worker activities.

TIME %	GOALS AND WORKER ACTIVITIES
	<i>See Attached.</i>

16. SUPERVISORY SECTION - TO BE COMPLETED BY THE FIRST LINE SUPERVISOR OF THIS POSITION

- a. The supervision, direction, and review given to the work of this position is: Close Limited General.
 b. The statements and time estimates above and on attachments accurately describe the work assigned to the position. (Please initial and date attachments.)

Signature of first-line supervisor _____ Date _____

17. EMPLOYEE SECTION - TO BE COMPLETED BY THE INCUMBENT OF THIS POSITION

I have read and understand that the statements and time estimates are a description of the functions assigned my position. (Please initial and date attachments.)

Signature of employee _____ Date _____

18. HUMAN RESOURCES SECTION - TO BE COMPLETED BY AN AUTHORIZED REPRESENTATIVE OF HUMAN RESOURCES

Signature of personnel manager _____ Date _____

DISTRIBUTE COPIES OF SIGNED FORM TO:
 P-FILE EMPLOYEE SUPERVISOR CERT REQUEST FILE OFFICE OF STATE EMPLOYMENT RELATIONS

**Office of the State Public Defender – Milwaukee Trial Office
Office Operations Associate - Bilingual**

POSITION SUMMARY: Under general supervision, in a professional manner, respond to calls and visitors, conduct indigency evaluations and perform office support activities following agency policies and procedures. Maintain knowledge of and observe ethical obligations required of a law office including client confidentiality. Incumbent must be fluent in Spanish.

GOALS AND WORKER ACTIVITIES:

45% A. Provision of receptionist duties.

- A1. Answer telephones for staff and direct calls. Take messages as necessary.
- A2. Provide answers to calls from general public or direct callers to those who can provide answers.
- A3. Answer in-person inquiries and direct visitors.
- A4. Notify appropriate staff of the arrival of clients and other visitors.

15% B. Provide Spanish/English interpretation for SPD staff and clients, as requested

- B1. Facilitate oral communication between Spanish-speaking clients and others and staff.
- B2. Interpret documents written in English into Spanish and Spanish into English.

15% C. Conduct indigency evaluations in the office and at the House of Corrections which are done in accordance with the statutes, administrative rules and agency policies and procedures.

- C1. Maintain knowledge of the agency's policies and procedures regarding indigency evaluations. Determine if the case type is handled by our agency.
- C2. Interview client to determine eligibility of services.
- C3. Conduct follow-up interviews with applicant for the purpose of obtaining verification of income, assets and essential expenses through provided documents, telephone calls to employers, creditors, etc. Obtain DFA/ROA approval where necessary.
- C4. Log and route paperwork to appropriate staff.
- C5. Monitor requests from potential clients, and make appropriate referrals for recommended action.
- C6. Respond to inquiries regarding possible clients in the county jail.

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25% D. Performance of other clerical duties.

- D1. Open and distribute mail
- D2. Photocopy and distribute memos and other information.
- D3. Perform other duties as directed by management.

Knowledge, Skills and Abilities

- 1) Knowledge and skills associated with office support and secretarial practices and procedures
- 2) Ability to read, speak and write Spanish.
- 3) Proficient with word processing software, (e.g. MS Word), spreadsheet software, (e.g. MS Excel), database software, (e.g. MS Access), scheduling software programs (e.g. MS Outlook) and internet usage.
- 4) Efficient time management and organizational skills
- 5) Ability to multi-task and work as part of a team
- 6) Effective oral, written and interpersonal communication skills
- 7) Ability to work effectively with people, including those from different ethnic, cultural, political, economic, and religious backgrounds
- 8) Proficient keyboarding/transcription skills
- 9) Proficient editing and proofreading skills
- 10) Knowledge of the criminal justice system
- 11) Knowledge of SPD rules, policies and procedures