POSITION DESCRIPTION

		AGENCY/DEPT ID DAS105000
DIVISION OR INSTITUTION General Services Division	UNIT OR OFFICE State Printing & Mail Services	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20005574

☐ Reclassification ☐ New Position ☒ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
Account Clerk	See Table of Organization

☒ Permanent ☐ Temporary ☐ Intermittent	☒ Classified ☐ Unclassified ☐ Essential	Overtime: ☒ Eligible ☐ Exempt If FLSA Exempt, exemption type:	Bargaining Unit 09 Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 7:00AM TO: 4:00PM (Report in location & work hours subject to change.)

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
40	Maintains complex accounts in State Printing billing system using Avanti Program: researches data & consults with production staff & management to capture correct production costs & postage rate; provides oversight of Avanti entries (e.g., assures all relevant information for fulfillment & mainframe jobs has been entered in Avanti program, identifies & researches input errors, tracks print jobs); analyzes reports & provides technical advice to aid manager in decision making on account matters.	Knowledge of (1) job tracking & billing system (e.g., Avanti*); (2) accounting practices & procedures; (3) DAS & State Printing's policies & procedures*; (4) marketing, (5) USPS regulations & rates*. Skill in (6) operation of a personal computer & related software (e.g., Microsoft Word, Excel, Access, Outlook, Crystal Reports, OAKS*). Ability to (7) carry out detailed but basic written or oral instructions; (8) understand & solve accounting problems; (9) define problems, collect data, establish facts & draw valid conclusions; (10) read, comprehend & record figures accurately; (11) prepare meaningful, concise & accurate reports; (12) work alone on most tasks.
20	Oversees Avanti software/system: maintains updates, training, & password permissions; corresponds with Avanti support as needed; submits issues with system; works with Avanti & OIT in resolution of issues & reporting functions for Avanti Software.	Knowledge of 1*, 2, 3*, 4, 5* Skill in 6 Ability to 7, 8, 9, 10, 11, 12

*developed after employment.

JOB CODE TITLE Account Clerk 3

JOB CODE 16513

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
	[signature]	10/22/14

App 10.22.14 (CC)

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DAS105000

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
General Services Division	State Printing & Mail Services	Franklin

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POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
See Table of Organization

☒ Permanent
☐ Temporary
☐ Intermittent

☒ Classified
☐ Unclassified
☐ Essential

Overtime: ☒ Eligible ☐ Exempt

If FLSA Exempt, exemption type:

Bargaining Unit 09

Page 2 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 7:00AM TO: 4:00PM (Report in location & work hours subject to change.)

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
25	Provides customer service on accounts: conducts research & analysis on customer accounts; creates reports through Avanti system; resolves sensitive performance issues between vendor & customer; researches & responds to inquiries & complaints; furnishes information & explains programs to public; serves as liaison between copy center, mainframe, fulfillment, & vendor.	Knowledge of 1*, 2, 3*, (13) customer service Skill in 6 Ability to 7, 8, 9, 10, 11, 12 (14) handle sensitive inquiries from & contacts with state agencies, vendors & general public.
15	Performs variety of clerical duties: places paper & envelope orders for copy center, mainframe & fulfillment; verifies price against current contract; retrieves & processes form orders.	Knowledge of 1*, 3*, 13 Skill in 6 Ability to: 7, 8, 9, 10, 11, 12

*developed after employment.

JOB CODE TITLE
Account Clerk 3

JOB CODE
16513

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE
10/22/14

Apd 10.22.14 (ea)