

<b>POSITION DESCRIPTION</b>		AGENCY/DEPT ID DAS/DAS106490
DIVISION OR INSTITUTION General Services Division	UNIT OR OFFICE Properties & Facilities	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20005693	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree	
	USUAL WORKING TITLE OF POSITION Administrative Professional 3		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR See Table of Organization	
	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent	<input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified <input type="checkbox"/> Essential	Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt If FLSA Exempt, exemption type	Bargaining Unit C14  Page 1 of 2
	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:30 a.m. TO: 5:00 p.m. Monday through Friday			Report in location subject to change
	<b>JOB DESCRIPTION AND WORKER CHARACTERISTICS</b>			
%	Job Duties in Order of Importance	Knowledge, Skills & Abilities		
60	Provides secretarial & non-routine administrative support by relieving supervisor of non-routine administrative duties: gathers documentation; formulates decisions by interpreting Facilities Services policies & procedures; monitors event activities to ensure compliance with applicable regulations, policies & procedures, satisfaction of participants, & resolution of problems; coordinates activities of Riffe Conference Center (e.g., scheduling & confirming reservations & room configuration, securing resources, responding to requests for information about conference center); responds to administrative & programmatic issues & needs of OPF management; logs & maintains employee training information; assists in preparation of emergency recovery plans; transmits decisions & directives; assists with formulation of budgets as needed; monitors progress reports & office metrics to ensure deadlines are met (e.g., training completed); evaluates data related to office functions to prepare reports (e.g., Weekly Work Order Request Tracking Report, OPF FTE Updates, OPF Weekly Administrative Staff Roster, OPF Dashboard); researches & responds to inquiries & complaints; composes & prepares correspondence as required; schedules, attends & prepares minutes & facilitates meetings as necessary (e.g., weekly Support Services Staff meetings); may be required to operate motor vehicle for travel to offsite locations to perform duties.	Knowledge of (1) English grammar & composition; (2) office policies & procedures; (3) agency regulations, policies & procedures*; (4) customer service/human relations. Skill in (5) operation of personal computer & associated hardware/software (e.g., MS Word, Excel, Outlook, PowerPoint, Internet). Ability to (6) define problems, collect data, establish facts & draw valid conclusions; (7) write routine business letters, evaluations & reports; (8) gather, collate & classify information about data, people or things; (9) move fingers easily to perform manual functions; (10) assess questions & provide appropriate information or referral; (11) handle routine & sensitive telephone, written & face-to-face contact with employees, general public, government; (12) prepare meaningful, concise & accurate reports, (13) proofread technical materials, recognize errors & make corrections, (14) cooperate with co-workers on group projects (15) deal with many variables & determine specific action; (16) obtain & maintain valid driver license.  *developed after employment.		
JOB CODE TITLE Administrative Professional 3	List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE <i>Jeffrey Westhoven/ce</i>	
JOB CODE 16873			DATE <i>9/23/12</i>	

Appl 8-23-12/aw

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	<b>JOB DESCRIPTION AND WORKER CHARACTERISTICS</b>			
%	Job Duties in Order of Importance	Knowledge, Skills & Abilities		
30	Coordinates maintenance of GSD telecommunication programs & services: processes Telephone Service Requests (TSR) for relocations, configuration & removals; troubleshoots telecommunication systems for circuit outages & other problems; analyzes, tests & isolates problems; initiates equipment & line repairs by dispatching technicians &/or contacting appropriate external contractors; maintains records of action taken; utilizes Centrex Mate software to configure phone line features; serves as liaison with telecommunication providers; updates division phone list; assists in reconciling billings for equipment against TSRs as needed.	Knowledge of 2, 3*, 4, (17) Centrex Mate software* Skill in 5 Ability to 6, 7, 8, 9, 10, 12, 13, 14, 15		
10	Performs clerical & other duties as assigned: files paperwork; monitors customers' request from online work order system; distributes work orders; receives, opens & time stamps incoming mail; orders supplies; attends job-related training opportunities.	Knowledge of 2, 3*, 4 Skill in 5 Ability to 7, 8, 9, 12, 13		
*developed after employment.				
JOB CODE 16873	JOB CODE TITLE Administrative Professional 3	List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE <i>Jeffrey Westhousenke</i>	
			DATE 8/23/12	

Appd 8-23-12/aw