

# POSITION DESCRIPTION

AGENCY/DEPT ID  
DAS/DAS106210

DIVISION OR INSTITUTION  
General Services Division

UNIT OR OFFICE  
Properties & Facilities

COUNTY OF EMPLOYMENT  
Franklin

Reclassification       New Position       Update

Position Hyperlinked to   
Agency Organizational Tree

USUAL WORKING TITLE OF POSITION  
Administrative Professional 3

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
20005714 Administrative Officer 1

Permanent  
 Temporary  
 Intermittent

Classified  
 Unclassified  
 Essential

Overtime:  Eligible     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

### JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
75	<p>Provides secretarial &amp; non-routine administrative support to Support Services Manager &amp; Facilities Services managers &amp; supervisors: relieves supervisor of non-routine administrative duties (e.g., gathers documentation, independently formulates decisions involving interpretations of Facilities Services policies &amp; procedures; responds to administrative &amp; programmatic issues &amp; needs of OPF management (e.g. provides OPF orientation to new employees, schedules and participates in interviews as requested, identifies, organizes, schedules &amp; conducts training sessions (e.g. OSHA 10 hour, lunch box session, safety issues), logs &amp; maintains employee training information, assists in preparation of emergency recovery plans); transmits decisions &amp; directives; assists with formulation of budgets as needed; monitors progress reports &amp; office metrics to ensure deadlines are met (e.g., performance evaluations, training); 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 &amp; responds to inquiries &amp; complaints; composes &amp; prepares confidential correspondence as required; schedules, attends, prepares minutes &amp; facilitates meetings as necessary (e.g., weekly Support Services Staff meetings, meetings pertaining to training); may be required to operate motor vehicle for travel to offsite locations to perform duties (e.g. conduct training, attend meetings).</p>	<p>Knowledge of (1) English grammar &amp; composition; (2) administrative practices &amp; procedures*; (3) office policies &amp; procedures; (4) agency regulations, policies &amp; procedures*; (5) customer service/human relations, Skill in (6) operation of personal computer &amp; associated hardware/software (e.g., MS Office, Excel, Outlook, Internet) Ability to (7) define problems, collect data, establish facts &amp; draw valid conclusions; (8) write routine business letters, evaluations &amp; reports; (9) gather, collate &amp; classify information about data, people or things; (10) move fingers easily to perform manual functions; (11) assess questions &amp; provide appropriate information or referral; (12) handle routine &amp; sensitive telephone, written &amp; face-to-face contact with employees, general public, government; (13) prepare meaningful, concise &amp; accurate reports, (14) proofread technical materials, recognize errors &amp; make corrections, (15) cooperate with co-workers on group projects (16) deal with many variables &amp; determine specific action; (17) maintain valid driver license.</p> <p>*developed after employment.</p>

POSITION NUMBER  
20005693

JOB CODE TITLE  
Administrative Professional 3

JOB CODE  
16873

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*Jeffrey Westhoven/cc*

*1/23/12*

*Apd 1-5-12-12*

<b>POSITION DESCRIPTION</b>		AGENCY/DEPT ID DAS/DAS106210
DIVISION OR INSTITUTION General Services Division	UNIT OR OFFICE Properties & Facilities	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20005693           JOB CODE TITLE Administrative Professional 3           JOB CODE 16873	<input checked="" type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input 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 20005714 Administrative Officer 1	
	<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 2 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	
	15	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 all 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*, 5, (18) Centrex Mate software* Skill in 6 Ability to 7, 8, 9, 10, 11, 12, 14, 15, 16	
	10	Performs clerical tasks: 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; serves as unit event coordinator. Performs other duties as required.	Knowledge of 2*, 3, 4*, 5 Skill in 6 Ability to 9, 10, 11, 14, 15	
	*developed after employment.			
	List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE	DATE
		<i>Jeffrey Westhoven/CC</i>	1/23/12	

Apd 1-5-12 pm