

<b>POSITION DESCRIPTION</b>		AGENCY/DEPT ID DAS/DAS105000
DIVISION OR INSTITUTION General Services Division	UNIT OR OFFICE Properties & Facilities	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20005693	<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 1		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 & work hours subject to change)				

JOB DESCRIPTION AND WORKER CHARACTERISTICS		
%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
60	<p>Provides secretarial &amp; non-routine administrative support by relieving supervisor of non-routine administrative duties: gathers documentation; formulates decisions by interpreting Facilities Services policies &amp; procedures; monitors event activities to ensure compliance with applicable regulations, policies &amp; procedures, satisfaction of participants, &amp; resolution of problems; coordinates activities of Riffe Conference Center (e.g., scheduling &amp; confirming reservations &amp; room configuration, securing resources, responding to requests for information about conference center); responds to administrative &amp; programmatic issues &amp; needs of OPF management; 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., 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 &amp; responds to inquiries &amp; complaints; composes &amp; prepares correspondence as required; schedules, attends &amp; prepares minutes &amp; 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.</p>	<p>Knowledge of (1) English grammar &amp; composition; (2) office policies &amp; procedures; (3) agency regulations, policies &amp; procedures*; (4) customer service/human relations.</p> <p>Skill in (5) operation of personal computer &amp; associated hardware/software (e.g., MS Word, Excel, Outlook, PowerPoint, Internet, OAKS*).</p> <p>Ability to (6) define problems, collect data, establish facts &amp; draw valid conclusions; (7) write routine business letters, evaluations &amp; reports; (8) gather, collate &amp; classify information about data, people or things; (9) move fingers easily to perform manual functions; (10) assess questions &amp; provide appropriate information or referral; (11) handle routine &amp; sensitive telephone, written &amp; face-to-face contact with employees, general public, government; (12) prepare meaningful, concise &amp; accurate reports, (13) proofread technical materials, recognize errors &amp; make corrections, (14) cooperate with co-workers on group projects (15) deal with many variables &amp; determine specific action; (16) obtain &amp; maintain valid driver license.</p> <p>*developed after employment.</p>

App'd 2.10.16 (cc)

JOB CODE TITLE  
Administrative Professional I  
  
JOB CODE  
16871

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 2/2/16
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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		
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