

POSITION DESCRIPTION		AGENCY/DEPT ID Department of Administrative Services DAS106490
DIVISION OR INSTITUTION General Services Division	UNIT OR OFFICE Properties & Facilities	COUNTY OF EMPLOYMENT Franklin

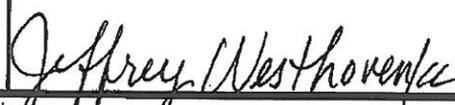
POSITION NUMBER 20005714	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/>
			Agency Organizational Tree
	USUAL WORKING TITLE OF POSITION Support Services Manager	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20005692 Deputy Director 5	
	<input checked="" type="checkbox"/> Permanent <input checked="" type="checkbox"/> Classified <input type="checkbox"/> Temporary <input type="checkbox"/> Unclassified <input type="checkbox"/> Intermittent <input checked="" type="checkbox"/> Essential	Overtime: <input type="checkbox"/> Eligible <input checked="" type="checkbox"/> Exempt	Bargaining Unit 22
If FLSA Exempt, exemption type: Administrative		Page 1 of 2	
NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:00 a.m. TO: 5:00 p.m. Report in location subject to change.			

JOB DESCRIPTION AND WORKER CHARACTERISTICS		
%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
30	Plans, directs & coordinates all support services (e.g., personnel, fiscal customer service) activities for Office of Properties & Facilities; identifies staffing requirements; coordinates & presents training; participates in strategic & workforce planning; provides assistance & analysis to Managers in identifying staffing levels & requirements; carries out work order management; develops facility/project maintenance management budget for Chief Administrators' review; works with Facility Managers in development of facility operation budget & cost projections; develops draft rate methodologies; provides facility management fiscal rate status reports; provides coordination between GSD Business Office & OPF on fiscal issues (e.g., special projects, payment & billing problems, cost accounting problems & payroll); supervises & directs activities of staff (e.g., provides work direction, attends or conducts staff meetings to communicate work assignments & updates; schedules work activities, evaluates performance, approves payroll, administers discipline, provides training).	Knowledge of: (1) management & supervisory principles & techniques; (2) fiscal & office management; (3) public & human relations; (4) accounting practices; (5) workforce planning; (6) budget development & oversight; (7) fee schedules & operating statements; (8) inventory control; (9) cost accounting (e.g., payroll & capital budgets); (10) employee training & development; (11) generally accepted accounting principles (GAAP); (12) agency policies & procedures* Skill in: (13) operation of personal computer & related hardware & software (e.g., MS word, Excel, Access, Outlook); (14) calculating cost projections. Ability to: (15) define problems, collect data, establish facts and draw valid conclusions; (16) establish & maintain effective working relationships; (17) resolve complaints from agency representatives, contractors and tenants; (18) prepare correspondence & compile data into clear, concise, detailed reports; (19) handle sensitive telephone & face-to-face inquiries & contacts with public & governmental officials; (20) monitor & control expenditures
30	Monitors & controls expenditures to ensure budget compliance: analyzes OPF operations to identify weaknesses & inaccuracies in business policies & procedures; negotiates contracts for major purchases; provides training to facility managers on fiscal policies & procedures & accounting (OAKS) processes; oversees facility management fiscal activities of Governor's Residence (develops operating & capital budgets, writes fiscal & management reports, accounts payable, expenses, payroll).	Knowledge of: 1, 2, 3, 4, 5, 6, 7, 9, 11, 12* Skill in: 13, 14 Ability to: 15, 16, 17, 18, 19, 20 *developed after employment.

Appl 5-3-12-cl

JOB CODE
63131

JOB TITLE
Administrative Officer 1

List Position Numbers & Job Titles of Positions Directly Supervised: 20005693 Administrative Professional 3 20005711 Clerk 3 20005712 Program Administrator 1 20005713 Purchasing Agent 20005808 Account Clerk 2 20072222 Inventor Control Specialist 2	SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 5/2/12
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DIVISION OR INSTITUTION General Services Division	UNIT OR OFFICE Properties & Facilities	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20005714	<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 Support Services Manager		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20005692 Deputy Director 5
<input checked="" type="checkbox"/> Permanent <input checked="" type="checkbox"/> Classified <input type="checkbox"/> Temporary <input type="checkbox"/> Unclassified <input type="checkbox"/> Intermittent <input checked="" type="checkbox"/> Essential		Overtime: <input type="checkbox"/> Eligible <input checked="" type="checkbox"/> Exempt	Bargaining Unit 22
		If FLSA Exempt, exemption type: Administrative	Page 2 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
 FROM: 8:00 a.m. TO: 5:00 p.m. Report in location subject to change.

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
20	Coordinates human resource processes through direction of Employee Services: conducts new employee orientation & exit interviews with OPF; coordinates personnel transactions; reviews overtime & vacation schedules to assure adequate daily staffing for OPF customer service support call center to answer phones; writes & submits new position descriptions; reviews job applications for OPF positions & recommends candidates to interview; provides assistance to section Managers in developing structured interview questions; participates in structured interview; monitors & tracks OPF employee evaluations & assists Managers & Supervisors in development of goals, objectives & work plans; writes justifications; updates job descriptions; assists in preparation of sensitive correspondence & policy; interprets new legislation, rules & regulations; assists in developing & publishing OPF goals, performance indexes, policies, procedures & guidelines; performs special projects & miscellaneous activities assigned by Chief Administrator.	Knowledge of: 1, 3, 5, 9, 12* Skill in: 13, 14 Ability to: 15, 16, 17, 18, 19, 20
20	Organizes, coordinates & monitors work order management system: conducts data entry of work requests into databases; coordinates work requests with facility maintenance personnel; tracks labor hours & associated costs; coordinates work requests with appropriate DAS facility; provides work request status updates as needed & scheduling of OPF managed conference rooms; manages & organizes completion of GSD telephone service requests (TSR)'s & routinely updating building telephone directory; inspects work in progress & completed work; serves on committees; responds to telephone or written inquiries & complaints.	Knowledge of: 1, 3, 5, 9, 12* Skill in: 13, 14 Ability to: 15, 16, 17, 18, 19, 20

Position Specific Minimum Qualifications:
 12 mos. exp. in developing budgets, calculating cost projections, preparing fee schedules & operating statements.
 12 mos. exp. in workforce planning.
 * developed after employment.

JOB CODE 63131	List Position Numbers & Job Titles of Positions Directly Supervised: 20005693 Administrative Professional 3 20005711 Clerk 3 20005712 Program Administrator 1 20005713 Purchasing Agent 20005808 Account Clerk 2 20072222 Inventor Control Specialist 2	SIGNATURE OF AGENCY REPRESENTATIVE <i>Jeffrey Westhoven</i>	DATE 5/2/12
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april 5-3-12 al