100-000U

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
Human Resources Division

UNIT OR OFFICE
Training & Development

POSITION NUMBER
20005926

JOB CODE TITLE
Office Assistant 2

JOB CODE
12512

☒ State Agency ☐ County Agency ☐ New Position ☐ Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Office Assistant

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20005924 Human Resource Manager 4

NORMAL WORKING HOURS (Explain unusual or rotating shift)
8:00 a.m. - 5:00 p.m.

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
70	Provides full range of general office work & produce routine type materials (i.e., documents requiring formatting & correction of punctuation & grammar) to support Training & Development unit; performs tasks according to written &/or verbal instructions; prepares written materials for programs & events (e.g. memos, announcements, letters, invitations, mailings); operates computer, copier & fax machine; maintains tracking & reporting system for projects; enters data into databases; picks up & delivers section mail; schedules & set-ups training room with furniture & equipment according to customer requirements; prepares participant, instructor & classroom materials as requested; generates & distributes biweekly, quarterly, & annual reports.	Knowledge of (1) office practices & procedures; (2) agency policies & procedures*; (3) public relations. Skill in (4) use of office machines (e.g., copier, fax); (5) operation of personal computer & associated hardware/software (e.g. word processing, database, spreadsheet). Ability to (6) carry out detailed but basic instructions in written, oral or picture form; (7) read short sentences with basic concrete vocabulary; (8) maintain accurate records; (9) copy material accurately & recognize grammatical & spelling errors; (10) arrange items in numerical or alphabetical order.
20	Provides clerical support to program managers & administrative assistant; maintains records, answers customers questions & inquiries regarding programs, policies & procedures, enrollment & class locations/times; shares responsibility for incoming main & toll free telephone lines.	Knowledge of 1, 2*, 3. Skill in 4, 5. Ability to 6, 7, 8, 9, 10, (11) read & record figures accurately; (12) sort items into categories; (13) answer routine telephone inquires.
10	Performs other related duties as assigned: solicits & receives feedback from providers & agencies on program delivery & services using written survey, verbal surveys, & polls; processes & completes ordering of all supplies, materials, & unit printing needs; maintain inventory to support work of section.	Knowledge of 1. Skill in 4, 5. *developed after employment

List Position Numbers & Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE: [illegible]

DATE: 2/3/08

APD 2-15-08