

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
Human Resources Division

UNIT OR OFFICE
Training & Development

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Administrative Assistant 2

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20005924 Human Resources 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
55	<p>Provides support & assistance to maintain Training & Development (T&D)/Ohio Administrative Knowledge System (OAKS) programs & provide for program expansion; maintains office databases; processes & tracks requests for training applications; enters student information, course registration & attendance information into databases for registration, tracking & reporting; researches & analyzes program, generates reports (e.g., statistical, program surveys, quarterly & annual participation reports); available for support & assistance activities related to all T&D programs with workflow coordinated through direct supervisor; implements administrative policies, process improvements & procedures & maintains procedure manuals; provides site assistance for T&D programs (e.g. locates & schedules sites, prepares meeting materials, take & distributes minutes, invites attendees); prepares written materials for programs, events, mailings & announcements (e.g. workbooks, applications, brochures & invitations); maintains inventory control of program resources (e.g. application forms, supplies & teaching materials); responsible for records retention (e.g. retention schedule, packing for storage & retrieving stored files); serves as customer service contact for statewide training & development programs; independently responds to inquiries & complaints from the general public, internal customers & external customers (e.g. state, local & municipal government employees) about T&D programs (e.g. policies, procedures, enrollment, & class locations/times).</p>	<p>Knowledge of: (1) public/human relations; (2) office practices and procedures; (3) state government organization and agency policy and procedures*. Skill in: (4) operation of a personal computer & associated hardware/software to create, edit/revise, store and purge documents using office systems software (e.g. MS Word, Excel including formulas, Access). Ability to: (5) deal with problems involving several variable in familiar and unfamiliar context; (6) apply principles to everyday problems; (7) interpret a variety of instructions in written and oral form; (8) add, subtract, multiply and divide whole numbers; (9) copy material accurately & recognize grammatical & spelling errors; (10) maintain accurate records; (11) prepare meaningful, concise & accurate reports; (12) gather, collate & classify information about data, people or things; (13) cooperate with co-workers on group projects; (14) handle routine & sensitive telephone/in-person inquires from officials & general public.</p> <p>* developed after employment</p>

POSITION NUMBER
20005962

JOB CODE TITLE
Administrative Assistant 2

APD 12/15/08

JOB CODE
63122

List Position Numbers and Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

Thomas Paul Miller

12/3/08

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Page 2 of 2

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%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
35	Provides project support & assistance in the development & coordination of new & revised OAKS training materials; tracks changes, creates, makes revisions & updates to OAKS training materials including manuals, Web pages & training aids using software applications; attends meetings & acts as a liaison on OAKS training related issues; monitors & recommends procedure & process improvements; independently responds to & tracks inquiries from customers.	Knowledge: of 2, 3*. Skill in: 5. Ability to: 6, 7, 8, 9, 10, 11, 12, 13, 14.
10	Serves as back up telephone duty to main lines, toll free numbers & receives & distributes incoming mail; performs other duties as assigned.	Knowledge of: 2, 3*. Skill in: 4. Ability to: 5, 6, 7, 8, 9, 10, 11, 12, 13, 14.

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List Position Numbers and Titles of Positions Directly Supervised:

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DATE

[Handwritten Signature] *12/18/08*