

# POSITION DESCRIPTION

AGENCY/DEPT ID  
DAS/DAS106490

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

POSITION NUMBER  
20005693

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

JOB CODE TITLE  
Administrative Professional 3

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

*Apd 3-1-12 @*

JOB CODE  
16873

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*Jeffrey Westhoven/jcc*

*3/1/12*

<b>POSITION DESCRIPTION</b>		AGENCY/DEPT ID DAS/DAS106490
DIVISION OR INSTITUTION General Services Division	UNIT OR OFFICE Properties & Facilities	COUNTY OF EMPLOYMENT Franklin

<b>POSITION NUMBER</b> 20005693	<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 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	
	20	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, 5 (18) Centrex Mate software* Skill in 6 Ability to 7, 8, 9, 10, 11, 13, 14, 15, 16	
	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; serves as unit event coordinator.	Knowledge of 2, 3*, 4, 5 Skill in 6 Ability to 8, 9, 10, 13, 14	
	List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 3/1/12
	JOB CODE 16873		*developed after employment.	

Apd 3.1.12@aw