

POSITION DESCRIPTION		AGENCY/DEPT ID DAS/DAS104000
DIVISION OR INSTITUTION Equal Opportunity Division	UNIT OR OFFICE Administration	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20006008	<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 Clerk 2		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 09 Page 1 of 1								
	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:00 a.m. TO: 5:00 p.m.											
JOB DESCRIPTION AND WORKER CHARACTERISTICS												
<table border="1"> <thead> <tr> <th style="width: 5%;">%</th> <th style="width: 60%;">Job Duties in Order of Importance</th> <th style="width: 35%;">Knowledge, Skills & Abilities</th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top;">60</td> <td> Performs general clerical duties, involving several variables, to support major program units of Equal Opportunity Division (EOD): explains various divisional programs (e.g., Affirmative Action/Equal Employment Opportunity, Minority Business Enterprise/Encouraging Diversity, Growth & Equity, Construction Compliance, Minority Affairs) to visitors; researches programming activities to obtain information to respond to inquiries; operates personal computer to produce general correspondence, reports, mailing labels, & other routine documents (e.g., charts, forms, graphs) using word processing, spreadsheet, database, or presentation software (e.g., Microsoft Word, Excel, Access, PowerPoint); updates & maintains filing system (e.g., makes new file folders, files correspondence in appropriate file folders, assures that files are filed in alphabetical order); enters EEO data into database. </td> <td> Knowledge of (1) office practices & procedures; (2) public relations (3) customer service techniques; (4) agency policies & procedures relating to EEO*. Skill in (5) operation of personal computer & associated hardware/software (e.g., Microsoft Office Word, Excel, Access, & PowerPoint), office equipment (e.g., fax machine, photocopier) & use of Internet. Ability to (6) interpret variety of instructions in written, oral, picture or schedule form; (7) sort items into categories according to established methods (e.g., alphabetically, numerically & chronologically); (8) greet public, answer telephone & handle face-to-face contact; (9) proofread written materials, recognize errors, & make corrections; (10) handle multiple tasks; (11) complete routine forms (12) cooperate with co-workers on group projects; (13) deal with several variables & determine appropriate course of action; (14) maintain accurate records. </td> </tr> <tr> <td style="vertical-align: top;">40</td> <td> Acts as receptionist: answers & screens incoming calls, takes messages, & directs calls to appropriate parties, as needed; assists customers with navigation of EOD websites; greets customers & guests in order to determine nature & purpose of visit, & direct them appropriately; opens, logs & distributes incoming mail; maintains computerized database of incoming mail for tracking purposes; operates office machines, such as photocopiers, scanners, facsimile machines, & voice mail systems. </td> <td> Knowledge of 1, 2, 3, 4* Skill in 5 Ability to 6, 7, 8, 9, 10, 13, 14 </td> </tr> </tbody> </table>				%	Job Duties in Order of Importance	Knowledge, Skills & Abilities	60	Performs general clerical duties, involving several variables, to support major program units of Equal Opportunity Division (EOD): explains various divisional programs (e.g., Affirmative Action/Equal Employment Opportunity, Minority Business Enterprise/Encouraging Diversity, Growth & Equity, Construction Compliance, Minority Affairs) to visitors; researches programming activities to obtain information to respond to inquiries; operates personal computer to produce general correspondence, reports, mailing labels, & other routine documents (e.g., charts, forms, graphs) using word processing, spreadsheet, database, or presentation software (e.g., Microsoft Word, Excel, Access, PowerPoint); updates & maintains filing system (e.g., makes new file folders, files correspondence in appropriate file folders, assures that files are filed in alphabetical order); enters EEO data into database.	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List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 1/5/15									

Apd 01.05.15 (cc)