

POSITION DESCRIPTION		AGENCY/DEPT ID DAS/104100
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 20005983 Administrative Assistant 2	
	<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:		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			
%	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); schedules appointments & maintains appointment calendar for Assistant Deputy Director; 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.	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.	
40	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.	Knowledge of 1, 2, 3, 4* Skill in 5 Ability to 6, 7, 8, 9, 10, 13, 14	
List Position Numbers & Job Titles of Positions Directly Supervised:		*development after employment	
		SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 24 May 11

apd 5-24-11 al

JOB CODE TITLE
Clerk 2

JOB CODE
12112