100-300U

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS/DAS104100

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
Equal Opportunity Division	Administration	Franklin

POSITION NUMBER 20006008

☐ Reclassification ☐ New Position ☒ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION: Clerk 2

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR: 20005983 Program Administrator 1

☒ Permanent ☐ Temporary ☐ Intermittent

☒ Classified ☐ Unclassified ☐ Essential

Overtime: ☒ Eligible ☐ Exempt

If FLSA Exempt, exemption type:

Bargaining Unit 09

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

JOB CODE TITLE: Clerk 2

JOB CODE: 12112

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); 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

*development after employment

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE: [signature]

DATE: 6/11/12

apd 6-11-12