POSITION DESCRIPTION

AGENCY/DEPT ID		
Department of Administrative Services/ DAS101000		
DIVISION OR INSTITUTION Administrative Support	UNIT OR OFFICE Office of the Director	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20006655

☐ Reclassification ☒ New Position ☐ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
Program Admin 2 / Admin Professional 4	SEE TABLE OF ORGANIZATION

☒ Permanent ☐ Temporary ☐ Intermittent	☐ Classified ☒ Unclassified ☐ Essential	Overtime: ☐ Eligible ☒ Exempt If FLSA Exempt, exemption type: Administrative	Bargaining Unit 22 PR 12 Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 a.m. TO: 5:00 p.m. (Report in location & work hours subject to change.)

JOB TITLE: Program Administrator 2

JOB CODE: 63123

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
40	Provides Client Services/Liaison program direction by relieving superior of variety of difficult administrative duties & formulates & implements program policy: serves as central point of contact for state agency customers & vendors who require information on Department of Administrative Services (DAS) programs, or who encounter problems & need direction; responds to inquiries from state agencies & vendors; ensures customers are kept informed at all times throughout their experience with DAS; ensures full compliance with Service Level Agreements & regulatory requirements; ensures correct escalation when trends are identified; identifies & escalates any sensitive matters that could lead to wide scale customer & agency impact; communicates regularly with leadership team to brief them on important issues; coordinates, disseminates & analyzes agency customer service survey data; identifies opportunities to improve performance & customer service delivery; works with all division operational units to rectify issues & provide efficient & effective delivery of service.	Knowledge of (1) program management; (2) administrative practices & procedures; (3) policy writing; (4) client services; (5) English grammar & composition; (6) office practices & procedures*; (7) agency policies & procedures*. Skill in (8) operation of personal computer & associated hardware/software (e.g., Microsoft Office Suite, OAKS*); (9) interpreting, explaining & applying laws, regulations & complex policies; (10) preparing narrative reports; (11) conducting fact-finding interviews; (12) composing business letters & documents. Ability to (13) deal with many variables & determine specific action; (14) communicate verbally & in writing on sensitive & confidential matters; (15) prepare meaningful, concise & accurate reports; (16) handle sensitive telephone & face-to-face inquiries & contacts with general public.
40	Performs secretarial & non-routine administrative tasks (i.e., independently formulates decisions &/or judgments involving non-legal interpretation of policies & procedures to resolve problems) for Department of Administrative Services (DAS) Chief of Staff, Deputy Chief of Staff & Senior Leadership using personal computer & various software packages (e.g., Microsoft Word, Excel, PowerPoint & Outlook): acts as liaison between Chief of Staff & all division senior leadership, vendor community & agency counter-parts; composes, receives & responds to correspondence involving requests for specific information relative to Chief of Staff & division activities; provides verbal &/or written information regarding services & activities of DAS to division/departmental staff, external customers, vendors & general public; manages administrative support functions (e.g., sched-	Knowledge of 2, 5, 6*, 7* Skill in 8, 10, 12 Ability to 13, 14, 15, 16, (17) organize time & materials to meet deadlines; (18) make administrative & procedural decisions. *developed after employment

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
	Steve Sam	1-12-16

cpd 1-12-16 ok

POSITION DESCRIPTION

		AGENCY/DEPT ID Department of Administrative Services/ DAS101000
DIVISION OR INSTITUTION Administrative Support	UNIT OR OFFICE Office of the Director	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20006655

☐ Reclassification ☒ New Position ☐ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
Program Admin 2 / Admin Professional 4	SEE TABLE OF ORGANIZATION

☒ Permanent ☐ Temporary ☐ Intermittent	☐ Classified ☒ Unclassified ☐ Essential	Overtime: ☐ Eligible ☒ Exempt If FLSA Exempt, exemption type: Administrative	Bargaining Unit 22 PR 12 Page 2 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 a.m. TO: 5:00 p.m. (Report in location & work hours subject to change.)

JOB TITLE Program Administrator 2

JOB CODE 63123

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
	uling, meeting preparation, contract/signature document tracking, records retention, presentation & talking point preparation); conducts follow-up on assignments made to staff; assists in maintenance of office machines (e.g., telephones, fax machines).	
20	Manages Chief of Staff & Deputy Chief of Staff's calendar & performs other related duties as assigned (e.g., creates, manages, oversees &/or monitors assigned projects, coordinates events).	Knowledge of 2, 5, 6*, 7* Skill in 8, 10, 12 Ability to 13, 14, 15, 16, (19) plan, develop & coordinate multiple projects.
	This position is in the unclassified service per section 124.11 (A) (9) of the Ohio Revised Code.	*developed after employment

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
		1-12-16

ad 1-12-16 ad