

<b>POSITION DESCRIPTION</b>		AGENCY/DEPT ID DAS105780
DIVISION OR INSTITUTION General Services Division	UNIT OR OFFICE State Printing & Mail Services/Fulfillment	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20073350	<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 Fulfillment Program Manager		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 checked="" type="checkbox"/> Essential	Overtime: <input type="checkbox"/> Eligible <input checked="" type="checkbox"/> Exempt  If FLSA Exempt, exemption type: Administrative	Bargaining Unit 22  Page 1 of 1											
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.															
<b>JOB DESCRIPTION AND WORKER CHARACTERISTICS</b>															
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;">%</th> <th style="width: 60%;">Job Duties in Order of Importance</th> <th style="width: 35%;">Knowledge, Skills &amp; Abilities</th> </tr> </thead> <tbody> <tr> <td style="text-align: center; vertical-align: top;">60</td> <td style="vertical-align: top;"> <p>Provides Fulfillment Program direction by relieving superior of variety of difficult administrative duties: plans, strategizes &amp; develops security, control &amp; distribution of documentation (e.g., OAKS warrants, public assistance &amp; Medicaid warrants, health care identification cards); develops &amp; implements program policy &amp; procedures regarding receipt, control, security &amp; distribution of warrants &amp; other documents; plans for adequate staffing on incoming projects to ensure distributions are completed on time (e.g., recipients receive warrants or other documentation on dates prescribed by federal &amp; state laws); supervises unit manager &amp; technician (e.g., approves leave, administers performance evaluations; conducts training &amp; development); monitors operations &amp; evaluates efficiency (e.g., analyzes unit manager's reports &amp; data from county agencies to identify problems (e.g., late distributions, inaccurate information on warrants, etc.); plans &amp; directs corrective actions as needed; responds to agency inquiries regarding cost of services &amp; resolves billing discrepancies.</p> </td> <td style="vertical-align: top;"> <p>Knowledge of (1) management &amp; supervisory principles/techniques; (2) employee training &amp; development; (3) labor relations; (4) interviewing; (5) state &amp; federal statutes, &amp; DAS policy &amp; procedures applicable to program area. 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Skill in 6 Ability to 7, 8, (10) handle sensitive telephone &amp; face-to-face inquiries from &amp; contacts with government officials, vendors, recipients &amp; general public.</p> </td> </tr> <tr> <td style="text-align: center; vertical-align: top;">5</td> <td style="vertical-align: top;"> <p>Performs other related duties as assigned (e.g., attends staff meetings &amp; training; represents State Printing Administrator at meetings &amp; conferences about Assistance Payment Processing &amp;/or control &amp; distribution of sensitive information; maintains logs, records &amp; files).</p> </td> <td style="vertical-align: top;"> <p>Knowledge of 1, 5, 9. 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JOB CODE 63123	List Position Numbers & Job Titles of Positions Directly Supervised: See Table of Organization		SIGNATURE OF AGENCY REPRESENTATIVE <i>Jeffrey Westhoven/CC</i>												
			DATE 8/2/12												

Appl form 8/2/12