

POSITION DESCRIPTION		AGENCY/DEPT ID Department of Administrative Services DAS510120
DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20073487	<input checked="" type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input type="checkbox"/> Update	Position Hyperlinked to <input type="checkbox"/>
	Agency Organizational Tree	
	USUAL WORKING TITLE OF POSITION	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20073537 Business Transformation Program Manager
<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 type="checkbox"/> Eligible <input checked="" type="checkbox"/> Exempt If FLSA Exempt, exemption type:
Bargaining Unit 22 PR 12 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
50	Assists in program direction by relieving Ohio Administrative Knowledge System (OAKS) Business Transformation Program Manager of variety of difficult administrative duties: responds to issues & needs of program staff; leads work groups on special projects; develops & implements administrative policies & procedures; serves as liaison between Program Manager & subordinates, project consultants, upper-level management, & representatives of other agencies; gives direction to program staff; follows up on issues & transmits decisions & directives; represents OAKS at meetings; schedules/maintains the manager's calendar; assists Deputy Director's Administrative Assistant when needed; composes &/or prepares confidential documents & correspondence; attends weekly team, cross-team, agency meetings & project kickoffs; develops & presents project overviews.	Knowledge of (1) business administration; (2) public relations/customer service; (4) office practices & procedures; (5) agency policies & procedures*; (6) government structure & process*; (7) customer service techniques. Skill in (8) operation of personal computer & associated hardware/software (e.g., Microsoft Office, Outlook; PowerPoint). Ability to (9) compose letters & reports; (10) handle inquiries from & contacts with government officials; (11) define problems, collect data, establish facts & draw valid conclusions; (12) establish work priorities & meet deadlines; (13) communicate effectively in writing & orally.
40	Utilizes project management software (e.g., MS Project, PeopleSoft's Customer Relationship Management) to track deliverables, Work Breakdown Structure, cross-team activities, project & system issues & progress of OAKS modules being developed for future releases; plan & schedule tasks associated with each release; coordinates & assists multiple release project managers with tasks associated with their specific releases, (e.g., schedules individual, team & cross-team meetings, provides additional equipment, supplies & manpower if requested & provides status updates to the project management office; creates project reports for Program Manager, release project managers & agency representatives on a weekly, monthly & annual basis; tracks project work assigned by Program Manager & reports on status as requested; reviews & provides recommendations to improve the OAKS website. Performs other related administrative duties: sorts & forwards mail; files & maintains documents & records; responds to customer inquiries via letter, email &/or telephone; orders office supplies, furniture & equipment; schedules meetings (e.g., reserves conference rooms, invites meeting guests, sets up meeting rooms, takes notes & creates meeting minutes); creates & maintains variety of contact/distribution lists in a contact database; creates, proofreads, edits, approves & distributes variety of communications; attends training seminars &/or courses.	Knowledge of 1, 2, 3, 4, 5*, 6*, 7, (14) project management; Skill in 8, (15) operation of project management software (e.g., MS Project; Ability to 9, 10, 11, 12, 13, (16) track progress of release projects. Knowledge 1, 2, 3, 4, 5*, 6*, 7 Skill in 8, 13 Ability to 9, 10, 11, 12, 13. *Developed after employment.

JOB CODE
63123

JOB CODE TITLE
Program Administrator 2

ARD 12-7-11-MS

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE <i>Douglas W. [Signature]</i>	DATE 11-15-11
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