

# POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY  
Department of Administrative Services

DIVISION OR INSTITUTION  
Human Resources Division

UNIT OR OFFICE  
Training & Development

POSITION CONTROL NUMBER  
26004.0

State Agency    County Agency    New Position    Change

County of Employment  
Franklin

USUAL WORKING TITLE OF POSITION  
Office Assistant

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
26108.0 Administrative Assistant 3

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

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## JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
70	Provides full range of general office work & produce routine typed materials (i.e., documents requiring formatting & correction of punctuation & grammar) to support Training & Development unit: performs tasks according to written &/or verbal instructions; prepares written materials for programs & events (e.g., memos, announcements, letters, invitations, mailings); operates computer, copier & fax machine; maintains tracking & reporting system for projects; enters data into databases; picks up & delivers section mail; schedules & sets-up training room with furniture & equipment according to customer requirements; prepares participant, instructor, & classroom materials as requested; generates & distributes biweekly, quarterly, & annual reports.	Knowledge of (1) office practices & procedures; (2) agency policies & procedures*; (3) public relations, Skill in (4) use of office machines (e.g., copier, fax); (5) operation of personal computer & associated hardware/software (e.g. word processing, database, spreadsheet). Ability to (6) carry out detailed but basic instructions in written, oral or picture form; (7) read short sentences with basic, concrete vocabulary; (8) maintain accurate records; (9) copy material accurately & recognize grammatical & spelling errors; (10) arrange items in numerical or alphabetical order.
20	Provides clerical support to program managers & administrative assistant: maintains records; answers customers questions & inquiries regarding programs, policies & procedures, enrollment & class locations/times; shares responsibility for incoming main & toll free telephone lines.	Knowledge of 1, 2, 3 Skill in 4, 5 Ability to 6, 7, 8, 9, 10, (11) read & record figures accurately; (12) sort items into categories; (13) answer routine telephone inquiries.
10	Performs other related duties as assigned: solicits & receives feedback from providers & agencies on program delivery & services using written surveys, verbal surveys, & polls; processes & completes ordering of all supplies, materials, & unit printing needs; maintain inventory to support work of section.	Knowledge of 1 Skills in 4, 5  *developed after employment

CLASS TITLE  
Office Assistant 2

CLASS NUMBER  
12512

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*Claudia N. Long*

7/22/04

Apd 7-27-04 CB