

## Sample Position Description

**Description of Duties:** Describe in detail the duties and responsibilities assigned to this position. Descriptions should include the major end result of the task. Example: *Types correspondence, reports, and other various documents from handwritten drafts for review and signature of the supervisor.*

The incumbent in this position serves as the lead administrative/clerical person in the Bureau. As such, this incumbent performs a variety of complex clerical duties relating to the public and private children, youth and family programs in the state. Independent judgment and independent action is required to carry out these duties. The incumbent provides clerical support to the Bureau Director, Division Directors, Program Specialist Supervisors and Program Specialists within the Bureau.

1. The incumbent functions as the lead clerical person and makes independent decisions concerning the priority given to the distribution of work instruction. As such, the incumbent interprets work assignments, provides to one Clerk Typist 2, conducts on-the-job training to clerical staff, and reviews the work submitted by one clerk typist 2 for adherence to processing standards such as agency rules and regulations, accuracy and grammatics.
2. The incumbent develops procedures for the Divisions to ensure smooth operation for the Divisions such as acquiring signatures, maintaining schedules and making assignments to the Clerk Typist 2.
3. The incumbent attends Bureau staff meetings to keep abreast of Bureau activities, report additions or changes to departmental regulations and make recommendations for the completion of special projects.
4. The incumbent composes correspondence responding to letters of inquiry or requests for publications.
5. The incumbent reads correspondence for Bureau Director in order to become familiarized with contents and determines who/where the materials/documents should be routed; and types or assigns the responding correspondence.
6. The incumbent manages and coordinates Bureau Director's meeting schedule and calendar of events by reviewing and responding to emails and correspondence regarding requests for attendance at meetings or events, and schedules those meetings on Bureau Director's calendar in computer.
7. The incumbent is also responsible for knowledge of travel regulations in order to complete requests for travel, state vehicle, out-service training and travel expense voucher for Bureau Director. In addition, the incumbent coordinates or directs the coordination of weekly appointment schedule for program/policy staff.
8. The incumbent organizes and prepares daily informational publication (morning memo) that is distributed to staff in various divisions. In addition, incumbent gathers information by reading publications and extracts material which is applicable for increasing the knowledge of policy and program staff in the division.

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9. The incumbent maintains an assignment log listing staff member to whom assignment was given and date assignment is to be completed. The incumbent will follow up with staff to assure assignment is completed timely and will review assignment for adherence to instruction, for consistency of thought and for compliance of departmental regulations.

10. The incumbent maintains all time and attendance records for the Bureau and Division staff and temporary hires, including logging all leave/overtime into a data system. The incumbent is also responsible for making all necessary corrections and changes with regards to this process, as well as training clerical staff as to how to use the system in the incumbent's absence.

11. The incumbent acts as the back-up clerical staff person in the Deputy Secretary's Office when necessary, which involves taking phone calls for the Deputy Secretary, routing calls to the appropriate office and processing correspondence to ensure that they are forwarded on to the most appropriate office.

12. The incumbent types or directs the typing of letters, reports, contracts, transmittals, bulletins, vouchers, meeting agendas, mailing address labels into computer from handwritten draft, dictated sources, or original source documents into draft or final form.

13. The incumbent prepares and types documents to purchase books subscriptions to newsletters, special bulletins and periodicals by referring to invoices, advertisements and other sources to obtain prices, specifications, and related information.

14. The incumbent ensures that mail which is to be mailed is done in a timely manner and that it is processed in the most efficient manner. Also initiates tracers through the U.S. Postal Service on lost mail or parcel post, as well as distribute incoming mail.

15. The incumbent is responsible for handling incoming telephone calls by screening and assigning calls to the appropriate staff, providing information and referral to callers requesting assistance and handling the calls independently where appropriate. The incumbent also initiates calls on behalf of the Bureau Director and other supervisory staff in order to convey information or schedule meetings as needed. Independent judgment is used in initiating calls and in making call assignments in order to assure that office business is completed and conducted in a timely manner.

16. The incumbent is responsible for maintaining up-to-date manuals including the following: DPW administrative manual, survey and evaluation manual, regulatory manuals regarding children and youth, mental health and medical assistance regulations and policy clarification.

17. The incumbent is responsible for ordering office equipment and office supplies by entering purchase orders into the SAP system.

18. The incumbent manages the DPW listserv, which is a listserv that consists of commonwealth employees and county and private employees, in which important OCYF information is shared with members on the listserv.

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19. Performs related work as required.

Identification of Essential Job Functions:

Must be able to communicate effectively both orally and in writing.

Must be able to operate computer/office equipment.

Must be able to comprehend and interpret directions and the protocols for task completion.

Must be able to exercise sound judgment.

Must be able to develop organizational skills for managing multiple job functions.

**Decision Making:** Describe the types of decisions made by the incumbent of this position and the types of decisions referred to others. Identify the problems or issues that can be resolved at the level of this position, versus those that must be referred to the supervisor. Example: *In response to a customer inquiry, I research the status of an activity and prepare a formal response for my supervisor's signature.*

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**Essential Functions:** Provide a list of essential functions for this position. Example: *Transports boxes weighing up to 60 pounds.*

1. Track assignments
2. Completion of forms for travel requests
3. Direct incoming calls to app. office/per
4. Timekeeping responsibilities
5. Schedule meetings and conference calls
6. Aid and assist with office procedures
7. Attend meetings/type minutes
8. Determine urgency/importance of tasks
9. Maintain departmental regulations, bulletins, statutes, and office files
10. Lead for clerical personnel