

<u>CLASS TITLE:</u> Account Clerk 1	<u>CLASS NUMBER:</u> 16511	<u>BARGAINING UNIT:</u>
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EFFECTIVE DATE:

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Posts variety of accounting transactions to ledgers, journals or cash books manually, electronically or mechanically (e.g., posting or accounting machine or data entry into computer) & makes necessary mathematical computations for posting & maintenance of records.

Reviews, codes & processes invoices, receipts, vouchers or other accounting documents (e.g., checks for mathematical accuracy, appropriate signatures, correct identification numbers & pertinent dates; checks &/or assigns appropriate program/activity codes; separates colored copies of accounting documents, sorts alphabetically, by date or by document title).

Files cards, invoices & vouchers; types & proofreads correspondence, statements & forms; orders & distributes office supplies; answers telephone inquiries; sorts & disperses mail; performs variety of clerical tasks related to account clerk activities.

Compiles & types variety of financial reports (e.g., weekly & annual reports on cash, budget, accounts receivable, accounts payable).

Assists in checking purchase orders, payrolls, time sheets, time cards, vendor checks, budgets & other accounting records & documents.

MAJOR WORKER CHARACTERISTICS:

Knowledge of bookkeeping; agency & state bookkeeping policies & procedures; office practices & procedures; addition, subtraction, multiplication, division, fractions, percentages & decimals. Skill in operation of adding machine or calculator; operation of posting or accounting machine &/or automated computerized equipment. Ability to understand bookkeeping procedures; maintain accurate records; gather, collate & classify information about data, people or things; answer routine telephone inquiries.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

1 course or 3 mos. exp. in high school accounting or in accounting for bookkeepers offered by college; 1 course or 3 mos. exp. in operation of adding machine & calculator.

- Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.

<u>CLASS TITLE:</u> Account Clerk 2	<u>CLASS NUMBER:</u> 16512	<u>BARGAINING UNIT:</u>
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EFFECTIVE DATE:

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Analyzes & processes expense reports, invoices, vouchers & other related materials, determines accuracy & validity & prepares vouchers, invoices & remittances for receipt & disbursement of funds (e.g., verifies mathematical accuracy, quantity of goods purchased & received, purchase price, applicable discounts & freight charges; reconciles discrepancies; verifies appropriation sources; matches invoices to delivery receipts & purchase orders; places invoices in recaps, determining total amount of recap & voucher numbers; verifies accuracy of money remitted against serial numbers of licenses sold on consignment) &/or prepares agency, institution or district bi-weekly payroll for submission to Auditor of State & Department of Administrative Services, Payroll Processing (e.g., verifies employees' bi-weekly payroll, sick, vacation, personal leave or leave without pay; calculates adjustments regarding reclassification, promotion, demotion, longevity, step increases, tax withholding, health care, retirement; calculates & updates employee service time; verifies & computes retroactive pay due to court decisions, errors in prior payrolls or legislation) &/or prepares purchase orders & encumbrances &/or handles inventory control & asset depreciation; or act as county/yard timekeeper (e.g., processes activity reports, payroll, overtime rosters, inventory, equipment usage & related records which detail operational activities for assigned county or yard), completes hardcopy &/or operates personal computer/video display terminal to compile &/or generate reports for use in management of county/yard operations (e.g., safety, activity, fuel, equipment maintenance, daily road condition & budget reports; purchase order balances; daily salt, grit & calcium chloride balance; computer report generation).

Posts, updates & balances ledgers & journals for internal accounts (e.g., posts purchase orders, encumbrance documents, transfers, cancellations & vouchers payable; posts receipt of various types of funds such as general revenue appropriations, rotary funds or grants; balances accounts on daily/weekly/monthly basis; reconciles internal accounts with auditor & state accounting); verifies actual inventory against auditing report & identifies any discrepancies; assists in training of lower-level account clerks.

Completes forms which report inventory levels (e.g., plant haul, receiving-tickets, transfer tickets & materials used forms; orders office supplies; notifies supervisor of low inventory level), verifies materials/parts against activity report & performs physical inventory; gathers & compiles material for financial reports; prepares bi-weekly, monthly, quarterly &/or annual reports on accounts maintained.

Performs variety of related clerical tasks (e.g., opens & sorts mail; composes & edits correspondence relative to assigned work; maintains files; operates equipment to generate typed reports & correspondence; answers telephone inquiries; greets customers; responds to or refers complaints; answers general inquiries within established guidelines); operates two-way radio & maintains log of all radio calls; forwards emergency calls from state & local authorities (e.g., accidents, debris, fallen trees, hazardous spills) to appropriate personnel; dispatches crews during emergency situations as directed by supervisor; attends training.

MAJOR WORKER CHARACTERISTICS:

Knowledge of bookkeeping; agency & state bookkeeping policies & procedures; office practices & procedures; addition, subtraction, multiplication, division, fractions, percentages & decimals; inventory control. Skill in operation of adding machine, calculator &/or video display terminal or other automated computerized equipment (e.g., personal computer); operation of two-way radio. Ability to prepare & maintain meaningful, concise & accurate reports; deal with variety of variables in somewhat familiar context; gather, collate & classify information about data, people or things; answer routine inquiries; work alone on most tasks.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

2 courses or 6 mos. exp. in high school accounting or in accounting for bookkeepers offered by college; 1 course or 3 mos. exp. in operation of adding machine & calculator; 6 mos. additional exp. in bookkeeping.

- Or 10 mos. exp. as Account Clerk 1, 16511.

Note: Positions for county/yard timekeeper in Ohio Department of Transportation also require 12 mos. trg. or 12 mos. exp. in operation of personal computer; 6 mos. trg. or 6 mos. exp. in inventory control.

- Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.

<u>CLASS TITLE:</u> Account Clerk 3	<u>CLASS NUMBER:</u> 16513	<u>BARGAINING UNIT:</u>
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EFFECTIVE DATE:

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Keeps most complex budget accounts & auxiliary records & performs all necessary computations (e.g., third party reimbursements, federal grants, draw-downs, capital improvements, operational accounts).

Analyzes accounts, expenditures & financial reports for purposes of determining preliminary budget projections; analyzes accounts to assign credit available for consignment of forms; analyzes separate accounts for account balance; account consistency & account impact on total system balance.

Maintains general books of accounts; assists in maintaining general ledgers & in preparing financial statements & reports.

Provides training & guidance to new account clerks in maintenance of accounts, preparation of payrolls, invoices, vouchers & related documents; performs variety of clerical functions associated with account clerk activities.

MAJOR WORKER CHARACTERISTICS:

Knowledge of bookkeeping; agency & state bookkeeping system, office practices & procedures; addition, subtraction, multiplication, division, fractions, percentages & decimals; supervisory principles/techniques. Skill in operation of adding machine or calculator or other electronic computerized equipment. Ability to define problems, collect data, establish facts & draw valid conclusions; understand bookkeeping procedures & apply principles to solve practical problems; prepare meaningful, concise & accurate reports.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

2 courses or 6 mos. exp. in high school accounting or in accounting for bookkeepers offered by college; 1 course or 3 mos. exp. in operation of adding machine & calculator; 12 mos. additional exp. in bookkeeping.

- Or 18 mos. exp. as Account Clerk 2, 16512.

- Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.

<u>CLASS TITLE:</u> Administrative Assistant 1	<u>CLASS NUMBER:</u> 63121	<u>BARGAINING UNIT:</u> 14
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EFFECTIVE DATE:

04/21/1991

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Assists administrator in program direction, researches & analyzes materials, information & programs, provides technical information & advice to administrators in decision making, makes recommendations & assists in developing new procedures & programs, serves as a liaison between administrator & subordinates, transmits decisions & directives, represents administrator at meetings & conferences, assumes responsibility & authority in administrator's absence.

Manages business functions of administrator's office; prepares & monitors budgets; prepares payroll; processes bills for payment; purchases supplies & equipment; keeps fiscal & personnel records; interviews prospective employees.

Performs public relations duties; researches & responds to inquiries & complaints; furnishes information & explains programs to public; works on special assignments & projects as directed; prepares reports, publications, memos & presentations for dissemination outside work unit.

MAJOR WORKER CHARACTERISTICS:

Knowledge of agency policies & procedures regarding area assigned*; office practices & procedures*; government structure & process*; public relations; budgeting; supervisory principles/techniques*; office management. Ability to gather, collate & classify information according to established methods; cooperate with co-workers on group projects; prepare & delivery speeches; write directives, memos & other publications; define problems, collect data, establish facts & draw valid conclusions; interview job applicants to determine work best suited for them; handle sensitive contacts with public & other work units.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of associate core coursework in business administration, management science or public administration.

-Or 12 mos. trg. or 12 mos. exp. in areas cited previously.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

May require travel to community site under contract with Department of Mental Health.

<u>CLASS TITLE:</u> Administrative Secretary	<u>CLASS NUMBER:</u> 16811S	<u>BARGAINING UNIT:</u> 40
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EFFECTIVE DATE:

03/02/1997

JOB DUTIES IN ORDER OF IMPORTANCE: (THESE DUTIES ARE ILLUSTRATIVE ONLY. INCUMBENTS MAY PERFORM SOME OR ALL OF THESE DUTIES OR OTHER JOB-RELATED DUTIES AS ASSIGNED.)

Performs complex secretarial duties; transcribes dictation; types variety of complex & confidential materials; maintains administrator's appointment schedule; makes travel arrangements; establishes & maintains record keeping system.

Researches & analyzes materials, information & programs; prepares reports & provides information to aid administrator in decision making & to assist with development of new procedures & programs; serves as liaison between administrator & other agencies, general public & staff; transmits decisions & directives & provides information; represents administrator at meetings & conferences.

Manages business functions of administrator's office; maintains fiscal records & prepares reports; purchases supplies & equipment & processes bills for payment.

Works on special assignments & projects as directed; performs clerical tasks (e.g., receives, opens, logs, distributes incoming mail; answers phone & screen calls; greets & directs visitors; photocopies; faxes; prepares materials for mailing); prepares routine forms.

MAJOR WORKER CHARACTERISTICS:

Knowledge of English, grammar & composition; administrative practices & procedures*; office practices & procedures; government structure & process; public relations; budgeting; agency regulations, policies & procedures*. Skill to operate dictation/transcription equipment; typewriter &/or word processing equipment. Ability to deal with problems, involving several variables in somewhat unfamiliar context; apply principles to solve practical, everyday problems; write routine business letters & records; gather, collate & classify information about data, people, or things; move fingers easily to perform manual functions repeatedly; assess questions & provide appropriate information or referral.

(*) Developed after employment

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

10 courses in secretarial science or its equivalent or 1 year experience; 300 hours training in public relations or 3 months experience; typing skills of 60 words per minute.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.

<u>CLASS TITLE:</u> Clerk 1	<u>CLASS NUMBER:</u> 12111	<u>BARGAINING UNIT:</u> 09
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EFFECTIVE DATE:

04/21/1991

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Performs basic, repetitive clerical tasks (i.e., incumbents are not free to make work procedural decisions) (e.g., picks up, opens, stamps, sorts, distributes &/or sends out mail; counts, alphabetizes, separates, collates, codes, sorts, logs, staples &/or stuffs mail; forms, correspondence &/or filed information; files correspondence, reports, records, cards, documents or other materials; retrieves files for requested information or materials; makes minor additions, deletions & adjustments to filed information or other materials; picks up & distributes materials; hand addresses mail; answers telephone & takes messages or refers calls; photocopies; greets visitors).

Performs other related duties (e.g., types various materials, operates video display terminal to enter & retrieve data, operates word processing equipment &/or personal computer).

MAJOR WORKER CHARACTERISTICS:

Knowledge of office practices & procedures*; addition & subtraction; public relations*. Ability to deal with problems involving few variables within familiar context; read, copy & record figures; read short sentences with concrete vocabulary; copy records precisely without error; sort mail; arrange items in numerical or alphabetical order; sort items into categories according to established methods; code items from one symbolic form to another; move limbs/fingers easily to perform manual functions; assess questions & provide appropriate information or referral; cooperate with co-workers on group projects.

(*)Developed after employment

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Formal education in arithmetic that includes addition & subtraction & in reading, writing & speaking common English vocabulary.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.

<u>CLASS TITLE:</u> Clerk 2	<u>CLASS NUMBER:</u> 12112	<u>BARGAINING UNIT:</u> 09
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EFFECTIVE DATE:

04/21/1991

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Performs general clerical tasks (i.e., incumbents are free to make some work procedural decisions which do not contravene policies) (e.g., processes financial &/or budgetary statements, purchase orders &/or billings; logs, checks &/or computes totals &/or makes changes in filed data by adding, adjusting &/or deleting materials, researches files for data or information requested; makes corrections to filed data; logs & codes data; maintains files by purging, consolidating or creating files; provides preliminary contact with public; provides information; completes routine forms; maintains accurate records).

-Performs basic clerical tasks (e.g., picks up, opens, stamps, sorts, distributes &/or sends out mail; does copy work; counts, alphabetizes, separates, collates, codes, sorts & distributes materials; photocopies; greets visitors, answers telephone, takes messages &/or refers calls).

Performs other related duties (e.g., types various materials, operates video display terminal to enter & retrieve data, operates word processing equipment &/or personal computer).

MAJOR WORKER CHARACTERISTICS:

Knowledge of agency regulations, policies & procedures*; addition, subtraction, multiplication & division; office practices & procedures; public relations. Skill in use of calculator &/or adding machine*. Ability to deal with problems involving several variables within familiar context; read, copy & record figures; read short sentences with concrete vocabulary; copy records precisely without error; arrange items in numerical or alphabetical order; sort items into categories according to established methods; code items from one symbolic form to another; check pairs of items that are similar or dissimilar; sort mail; move limbs/fingers easily to perform manual functions repeatedly; assess questions & provide appropriate information or referral; cooperate with co-workers on group projects.

(*)Developed after employment

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Formal education in arithmetic that includes addition, subtraction, multiplication & division & in reading, writing & speaking common English vocabulary; 4 mos. trg. or 4 mos. exp. in office practices & procedures; 3 mos. trg. or 3 mos. exp. in public relations.

-Or 4 mos. exp. as Clerk I, 12111.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.

CLASS TITLE: Clerk 3	CLASS NUMBER: 12113	BARGAINING UNIT: 09
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EFFECTIVE DATE:

04/21/1991

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

A – Performs specialized clerical tasks (i.e., requiring use of multiple computations, cross referencing data & variety of other procedures) (e.g., searches records, gathers & organizes data, information & summarizes in preliminary reports; reviews payrolls; checks accuracy, clarifies, discrepancies & certifies final data; mathematically checks tax returns; checks time data &/or equipment & material used; prepares files for legal or medical action & compiles information for use by professionals in preparing reports of legal or medical action; answers telephone, screens calls, provides information; assists public to complete forms).

OR

B – Serves as lead worker by providing work direction & training to clerical personnel in unit on daily basis or on shift or at office where no higher level direct supervisor/manager is located & performs specialized clerical tasks requiring use of multiple computations, cross referencing data & variety of other procedures (e.g., searches records, gathers & organizes data, information & summarizes in preliminary reports; reviews payrolls, checks accuracy, clarifies discrepancies & certifies final data; mathematically checks tax returns; checks time data &/or equipment & material used; prepares files for legal or medical action & compiles information for use by professionals in preparing reports of legal or medical action; answers telephone, screens calls, provides information; assists public to complete forms).

Manages office records &/or files (e.g., sets up, maintains, verifies, records information into individual files).

Performs general clerical tasks (e.g., orders & inventories supplies; files; greets visitors; photocopies; completes routine forms; maintains accurate records).

Performs other related duties (i.e., types various materials, operates video display terminal to enter & retrieve data, operates word processing equipment &/or personal computer).

MAJOR WORKER CHARACTERISTICS:

Knowledge of agency regulations, policies & procedures*; public relations; office practices & procedures; employee training & development*; addition, subtraction, multiplication, division, fractions, percentages & decimals. Skill in use of calculator &/or adding machine*. Ability to deal with problems involving several variables within familiar context; apply principles to solve practical, everyday problems; read, copy & record figures; read short sentences with concrete vocabulary; copy records precisely without error; gather, collate & classify information about data, people or things; move fingers easily to perform manual functions repeatedly; assess questions & provide appropriate information or referral; cooperate with co-workers on group projects.

(*)Developed after employment

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Formal education in arithmetic that includes addition, subtraction, multiplication, division, fractions, percentages & decimals & in reading, writing & speaking common English vocabulary; 8 mos. trg. or 8 mos. exp. in office practices & procedures; 4 mos. trg. or 4 mos. exp. in using calculator &/or adding machine; 3 mos. trg. or 3 mos. exp. in public relations.

-Or 4 mos. exp. as Clerk 2, 12112.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

May require travel to community site under contract with Department of Mental Health.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B.U.</u>	<u>EFFECTIVE</u>
Computer Operator 1	12370		

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Learns to operate & monitor mainframe computer (multiple in Department of Administrative Services) &/or microcomputer hardware system & peripheral equipment (e.g., tape or disk drives, high speed laser printers, impact printers, automated library systems, mixed media storage, state-of-art peripherals, decollators/bursters), learns to identify, correct &/or repair minor system problems (e.g., tape errors, simple hardware malfunctions), mounts computer tapes &/or disks & assists in back-up &/or recovery of system data.

Learns to interpret job-control or report-generating computer language in order to schedule & submit operations or print production jobs/data runs; cleans & maintains peripheral computer equipment; labels & logs tapes; bursts &/or decollates print jobs by hand or by machine & distributes to appropriate office; reads manuals regarding equipment operation & system procedures; maintains records of computer &/or printing activities; retrieves & files tapes in absence of data librarian as necessary.

MAJOR WORKER CHARACTERISTICS:

Knowledge of mainframe computer &/or microcomputer operating system/procedures; job control or report-generating computer language, addition, subtraction, multiplication, division, percentages, decimals. Skill in operation of computer terminal & peripheral computer equipment (e.g., tape drives, high speed laser printers, bursters, automated library systems, mixed media storage, state-of-art peripherals). Ability to deal with problems involving few variables within familiar context; complete routine forms; lift up to 65 lbs. of paper, tapes &/or equipment repeatedly; move limbs/fingers easily to perform manual functions.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Formal education in arithmetic that includes addition, subtraction, multiplication, division, percentages & decimals; 3 mos. trg. or 3 mos. exp. in operation of computer terminal & peripheral computer equipment (e.g., tape drives, high speed laser printers, bursters, automated library systems, mixed media storage, state-of-art peripherals, or print devices).

Note: In Department of Administrative Services only, employees are to be automatically reassigned to Computer Operator 2, 12371 upon completion of probationary period & Ohio Data Network print services continuing recertification process.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

May be exposed to continuous loud noise; may work evening or night shift; may work weekends &/or holidays; may be on-call 24 hours/day, 7 days/week. In Department of Administrative Services, must work as essential employee, successfully pass state highway patrol personal background check & agree to & sign DAS Computer Services' code of responsibility for security & confidentiality of data files & safeguarding of state assets form.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B.U.</u>	<u>EFFECTIVE</u>
Computer Operator 2	12371		

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Operates & monitors mainframe computer (multiple in Department of Administrative Services) &/or microcomputer hardware system, initiates procedures to start, back-up, save, restore &/or shut down computer files or system, mounts computer tapes &/or disks, mounts computer forms onto printer, operates computer terminal & peripheral computer equipment (e.g., tape drives, high speed laser printers, automated library systems, mixed media storage, state-of-art peripherals, decollators/bursters), identifies, corrects &/or repairs minor system problems (e.g., tape errors, simple hardware malfunctions, paper jams) & notifies appropriate personnel when major problems are detected.

Learns to perform complex computer operation functions (e.g., operates Ohio Data Network help desk, storage services, or print services system console; identification & correction of major system problems such as printer communications, installation, network or teleprocessing or print system break downs or system outages; installs teleprocessing applications into operating system); schedules & submits computer or print production jobs/data runs utilizing job control or report-generating computer language; cleans & maintains peripheral computer equipment; assembles &/or distributes computer print outs/reports; maintains records of operation activities; assists in training lower-level operators; reads manuals regarding equipment operation & system procedures.

Provides information &/or training to on-line or batch users; confers with programmers regarding computer operations or print jobs; coordinates work with production control &/or other computer units; retrieves & files tapes in absence of data librarian as necessary.

MAJOR WORKER CHARACTERISTICS:

Knowledge of mainframe computer &/or microcomputer operating system/procedures; computer science or data processing, job control or report-generating computer language. Skill in operation of computer terminal & peripheral computer equipment (e.g., tape drives, high speed laser printers, impact printers, automated library systems, mixed media storage, state-of-art peripherals, bursters, decollators, microfiche records/duplicators). Ability to deal with problems involving several variables of specialized nature; use diagnostic software (e.g., Netview, IMS, TSO, Flasher) to resolve computer problems; stand, walk or bend continuously; lift up to 65 lbs. of tapes, paper &/or equipment; move limbs/fingers easily to perform manual functions repeatedly.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

9 mos. trg. or 9 mos. exp. in operation of mainframe computer &/or microcomputer terminal & peripheral computer equipment (e.g., tape drives, high speed laser printers, automated library systems, mixed media storage, state-of-art peripherals, bursters); 1 course or 3 mos. exp. in job control or report-generating computer language; 1 course or 3 mos. exp. in computer operating systems/procedures.

-Or 6 mos. exp. as Computer Operator 1, 12370.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

In Department of Administrative Services, Computer Services Division – Ohio Data Network print services, employees are to be automatically reassigned to Computer Operator 3, 12372 upon successful completion of continuing recertification process – two complete cycles.

UNUSUAL WORKING CONDITIONS:

May be exposed to continuous loud noise; may work evening or night shift; may work weekends &/or holidays; may be on-call 24 hours/day, 7 days/week. In Department of Administrative Services, must work as essential employee, successfully pass state highway patrol personal background check & agree to & sign DAS Computer Services' code of responsibility for security & confidentiality of data files & safeguarding of state assets form.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B.U.</u>	<u>EFFECTIVE</u>
Computer Operator 3	12372		

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Performs complex mainframe computer (multiple in Department of Administrative Services) &/or microcomputer console operation functions (e.g., operates Ohio Data Network help desk, storage services, or print services system console; operates remote job entry site 'help desk' as chief operator; identification & correction of major system & hardware problems such as printer communication, installation, network or teleprocessing or print system breakdowns or system outages; installs teleprocessing applications into operating system), initiates procedures to start, back-up, save, restore &/or shut down computer files or systems & loads controlling devices &/or other operating software into system.

Operates computer terminal & peripheral computer equipment (e.g., tape drives, high speed laser printers, impact printers, automated library systems, mixed media storage, state-of-art peripherals, decollators, bursters); mounts computer tapes &/or disks; mounts computer forms on printers; identifies, corrects &/or repairs minor system problems (e.g., paper jams, tape errors, simple hardware malfunctions) & contacts appropriate vendor or engineer when major problems are detected; schedules & submits computer or print production jobs/data runs utilizing job control or report-generating computer language; cleans & maintains peripheral computer equipment; bursts &/or decollates print jobs; assembles &/or distributes computer printouts/reports; maintains records of operation activities; reads manuals regarding equipment operation & system problem identification; delivers on-time computer-based training to lower-level operators; resolves network problems involving mainframe (multiple in Department of Administrative Services) &/or microcomputer & direct or dial-up connections.

Provides technical assistance &/or training to on-line or batch users; confers with programmers or other computer unit personnel regarding operations problems & solutions to ensure maximum print production or system uptime 24 hours per day, 7 days per week; retrieves & files tapes in absence of data librarian as necessary.

MAJOR WORKER CHARACTERISTICS:

Knowledge of mainframe computer &/or microcomputer operating system/procedures; computer science or data processing, job control or report-generating computer language. Skill in operation of computer terminal & peripheral computer equipment (e.g., high speed printers, impact printers, tape drives, printers, decollators, microfiche recorders/duplicators, bursters). Ability to define problems, collect data, establish facts & draw valid conclusions; use diagnostic software (e.g., TSO, Flasher, Netview, IMS) to resolve computer problems; read technical manuals & instructions; lift up to 65 lbs. of tapes, paper &/or equipment; move limbs/fingers easily to perform manual functions repeatedly; stand, walk or bend continuously.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of courses required for associate degree in computer science or electronic data processing; 6 mos. exp. in operation of mainframe computer &/or microcomputer terminal & peripheral computer equipment (e.g., tape drives, high speed laser printers, automated library systems, mixed media storage, state-of-art peripherals, bursters). In Department of Administrative Services, also must satisfactorily pass Ohio Data Network print services recertification program annually or operations training programs & associated proficiency tests during probation. External applicants must pass proficiency tests during probationary period. Failure to pass testing during probationary period will result in immediate removal for external applicants.

-Or 2 yrs. exp. in computer operations, full performance level, position. In Department of Administrative Services, also must satisfactorily pass Ohio Data Network print services recertification for two complete cycles or operations training programs & associated proficiency tests during probation. External applicants must pass proficiency tests during probationary period. Failure to pass testing during probationary period will result in immediate removal for external applicants.

-Or 18 mos. exp. as Computer Operator 2, 12371. In Department of Administrative Services, also must satisfactorily pass Ohio Data Network print services recertification for two complete cycles or operations training programs & associated proficiency tests during probation. External applicants must pass proficiency tests during probationary period. Failure to pass testing during probationary period will result in immediate removal for external applicants.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

External applicants must successfully pass proficiency testing during probationary period.

UNUSUAL WORKING CONDITIONS:

May be exposed to continuous loud noise; may work evening or night shift; may work weekends &/or holidays; may be on-call 24 hours/day, 7 days/week. In Department of Administrative Services, must work as essential employee, successfully pass state highway patrol personal background check & agree to & sign DAS Computer Services' code of responsibility for security & confidentiality of data files & safeguarding of state assets form.

<u>CLASS TITLE:</u> Customer Service Assistant 1	<u>CLASS NUMBER:</u> 64431	<u>BARGAINING UNIT:</u>
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EFFECTIVE DATE:

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Provide basic/routine information to & resolve basic/routine complaints from internal & external customers in response to inquiries, requests &/or complaints received in writing &/or by telephone, teletype, e-mail, in-person, &/or other means of communication as front/main desk receptionist for assigned agency or sub-division thereof where the office staff spend majority of their time in field/away from their desk (e.g., answers telephone &/or voice mail, takes messages/refers calls; greets, directs &/or registers customers; furnishes printed materials; stocks reception area with informational materials/forms pertinent to assigned office/department; provides general information concerning agency/sub-division operations/services; mails out informational packages);

OR

Interviews callers to gather pertinent information concerning alleged violations (e.g., fraud, poaching);

OR

Conducts search of hardcopy &/or computerized records to verify, locate or identify status of requested information (e.g., appeals; case files; amount of imposed fines &/or suspensions; vehicle titles & VIN numbers; information not found in LEADS);

OR

Responds to requests to schedule/reschedule inspections, rooms, appointments, medical examinations, and/or appeal hearings for customers/staff;

OR

Provides information &/or processes transactions that do not require in-depth knowledge of applicable federal &/or state laws, rules, policies, procedures &/or legal interpretations to respond to inquiries, requests &/or complaints from internal &/or external customers received in writing &/or by e-mail, telephone, teletype, in-person &/or other means of communication & may involve billing for collection of payment for photocopying records,

AND

Operates personal computer &/or computer terminal to enter, update, correct, delete or send data, retrieve/look-up data to verify/give out information or give status of file/case, or schedule & re-schedule rooms, appointments, hearings, meetings, medical examinations, or inspections, register customers, log & track calls, &/or other information (e.g., movement of file; status of appeal; outcome of appeal; all materials received relative to appeal) &/or compose &/or generate reports & correspondence.

Performs any combination of following or like clerical support tasks: opens, timestamps, sorts & distributes mail; meters mail; greets &/or directs visitors; registers persons for training; prepares &/or maintains reports concerning work processed/calls handled; codes, catalogs & files/distributes documents; operates photocopier to obtain copies for dissemination &/or for files; collects money/bills customers for photocopies of information; counts & records cash collected for photocopies & forwards for further processing; receives checks in mail, logs checks received, batches checks, fills out appropriate slip attachment & forwards for further processing; operates cash register/cash counter; operates facsimile equipment to send & receive faxes; checks reception area, meeting or hearing rooms to ensure presentable appearance, displays are stocked &/or proper seating & equipment arrangements have been made as requested; stuffs envelopes for mailing; pages/telephones staff; takes inventory of supplies; stocks photocopier, printers &/or facsimile machine with paper &/or toner & clears paper jams; maintains staff time & attendance; coordinates or arranges for food service &/or equipment for meetings/conferences.

MAJOR WORKER CHARACTERISTICS:

Knowledge of office practices & procedures; public relations; federal &/or state laws, rules, policies &/or procedures applicable to inquiries, complaints &/or transactions being processed; typing/keyboarding. Skill in operation of office equipment (e.g., multi-line or single line telephone, photocopier, facsimile machines, teletype, cash register/cash counter, adding machine); operation of personal computer or computer terminal. Ability to apply applicable laws, rules, policies & procedures to respond to inquiries, requests &/or complaints &/or process transactions involving several variables within familiar context; handle routine contacts in writing &/or by telephone, teletype, e-mail, in-person &/or other means of communication with variety of internal & external customers, some of whom may be irate; collate & classify information about data, people or things; prepare &/or maintain accurate records & reports; work alone on most tasks.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

3 mos. trg. or 3 mos. exp. in office practices & procedures; 1 course or 3 mos. exp. in public relations or customer service to include techniques for dealing with difficult people; 1 course or 3 mos. exp. in typing, keyboarding, data entry or word processing; 1 course or 3 mos. exp. in operation of personal computer.

-Or equivalent of Minimum Qualifications for Employment noted above.

Note: In the telecommunications section, within the Ohio Department of Public Safety, employees will automatically be reassigned to the Customer Service Assistant 2, 64432 classification after serving 6 months as a Customer Service Assistant 1, 64431.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

UNUSUAL WORKING CONDITIONS:

May be confined to desk answering telephone for 6.5 – 7 hours per day; may work second or third shift & weekends in units with 24 hour/7 day per week operations.

<u>CLASS TITLE:</u> Data Entry Operator 1	<u>CLASS NUMBER:</u> 12331	<u>BARGAINING UNIT:</u>
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EFFECTIVE DATE:

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Operates keyboard on data entry equipment (e.g., key to disk, tape or card, video display terminal), operates electric typewriter to transfer coded data to free or preprinted forms for optical scanner.

Performs variety of clerical tasks related to data processing work (e.g., proofreads, files, distributes & mails output, totals data, maintains entry logs).

MAJOR WORKER CHARACTERISTICS:

Knowledge of addition, subtraction, multiplication & division. Skill in typing; operation of data entry equipment, operation of peripheral machines (e.g., scanner, printer). Ability to check pairs of items that are similar or dissimilar; read, copy & record figures; proofread material, recognize errors & make corrections; move limbs, fingers easily to perform manual functions repeatedly.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Formal education in arithmetic that includes addition, subtraction, multiplication & division & in writing & speaking common English vocabulary; 1 course or 3 mos. exp. in typing.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

May work evening or night shift; work involves operation of data entry equipment for long periods of time including exposure to constant, low-level noise.

<u>CLASS TITLE:</u> Data Entry Operator 2	<u>CLASS NUMBER:</u> 12332	<u>BARGAINING UNIT:</u>
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EFFECTIVE DATE:

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Operates data entry or data verification equipment to check for accuracy & sufficiency of data & makes corrections or adjustments as needed.

Operates keyboard on data entry equipment (e.g., key to disk, tape or card, video display terminal), operates electric typewriter.

Performs clerical tasks related to data processing (e.g., proofreads, files, distributes & mails output, codes & totals data, maintains entry logs, sorts & files).

MAJOR WORKER CHARACTERISTICS:

Knowledge of addition, subtraction, multiplication & division; office practices & procedures. Skill in operation of data entry equipment, operation of peripheral machines (e.g., scanner, printer); data verification equipment. Ability to proofread material, recognize errors & make corrections; read, copy & record figures; check pairs of items that are similar or dissimilar; move limbs, fingers easily to perform manual functions repeatedly.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Formal education in arithmetic that includes addition, subtraction, multiplication & division & in reading, writing & speaking common English vocabulary; 6 mos. trg. or 6 mos. exp. in use of data entry equipment; in Ohio Department of Job & Family Services, Wage Record Department, in addition to preceding option, applicant must have minimum of 10,000 net key strokes per hour on an alpha numeric keyboard.

-Or 4 mos. exp. as Data Entry Operator 1, 12331; in Ohio Department of Job & Family Services, Wage Record Department, in addition to preceding option, applicant must have minimum of 10,000 net key strokes per hour on an alpha numeric keyboard.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

May work evening or night shift; work involves operation of data entry equipment for long periods of time including exposure to constant, low-level noise.

<u>CLASS TITLE:</u> Data Entry Operator 3	<u>CLASS NUMBER:</u> 12333	<u>BARGAINING UNIT:</u>
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EFFECTIVE DATE:

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Acts as lead worker (i.e., trains & provides work direction on daily basis) over lower-level data entry operators, reports unit status & informs & updates workers & agencies served.

Operates keyboard on data entry equipment (e.g., key to disk, tape or card, video display terminal), operates electric typewriter.

Operates data entry or data verification equipment to check for accuracy & sufficiency of data & makes corrections or adjustments as needed.

Monitors & performs related clerical tasks (e.g., logs, operates computer related or peripheral machines, copies, edits, sorts & codes information, assists with machine maintenance, distributes & mails output.

MAJOR WORKER CHARACTERISTICS:

Knowledge of employee training & development; office management, addition, subtraction, multiplication & division. Skill in operation of data entry & verification equipment; operation of peripheral machines (e.g., scanner, printer). Ability to proofread material, recognize errors & make corrections; check pairs of items that are similar or dissimilar; move limbs, fingers easily to perform manual functions repeatedly.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

12 mos. trg. or 12 mos. exp. in use of data entry & verification equipment; formal education in arithmetic that includes addition, subtraction, multiplication & division & in reading, writing & speaking common English vocabulary.

-Or 4 mos. exp. as Data Entry Operator 2, 12332

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

May work evening or night shift; work involves operation of data entry equipment for long periods of time including exposure to constant, low-level noise.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B.U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Executive Secretary 1	16832	EX	06/22/1990	10

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Performs non-routine administrative tasks (i.e., independently formulates decisions &/or judgments involving non-legal interpretation of policies & procedures as they would apply to given situation to resolve problems; prepare correspondence &/or reports or to carry out other assignments) (e.g., responds to correspondence; reviews & summarizes fiscal &/or operational &/or personnel reports; represents supervisor at meetings or conferences with other agencies; researches & prepares data for budget inclusion; assists in writing budget justification; monitors spending & maintains fiscal records; performs personnel functions such as screening job applicants in face to face interviews; communicates decisions, directives &/or assignments to appropriate staff; represents division or agency on inter-divisional task forces or committees; reviews & summarizes reports on operations &/or fiscal &/or personnel activities; organizes conferences; coordinates acquisition & maintenance of office machines such as telephones &/or copier &/or telecopier &/or computers &/or typing equipment).

Performs secretarial tasks (e.g., prepares confidential correspondence &/or reports; maintains confidential files; maintains calendar &/or makes travel arrangements for supervisor; takes & transcribes dictation &/or minutes of meetings; prepares payroll reports &/or timesheets); handles sensitive telephone calls; channels calls to appropriate parties for response.

Performs clerical tasks (e.g., receives, opens, logs, distributes incoming mail; answers phone & screens calls; greets & directs visitors; maintains inventory of general office supplies & orders as needed; maintains files & retrieves information); prepares routine forms; prepares records retention & disposal schedules & arranges record transfers.

MAJOR WORKER CHARACTERISTICS:

Knowledge of English grammar & composition; administrative practices & procedures*, office policies & procedures; departmental/agency regulations, policies & procedures*. Skill to operate dictation/transcription equipment; typewriter &/or word processing equipment. Ability to deal with problems involving several variables in somewhat unfamiliar context; write routine business letters, evaluations & records; gather, collate & classify information about data, people or things; move fingers easily to perform manual functions; assess questions & provide appropriate information or referral.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

3 yrs. trg. or 3yrs. exp. in secretarial science including operation of typewriter or word processing equipment. For positions requiring manual dictation, applicants must also have trg. or exp. in speedwriting or shorthand which results in speed of 100 words per minute.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.

STATE OF OHIO (DAS)
CLASSIFICATION
SPECIFICATION

<u>CLASSIFICATION SERIES:</u> Legal Secretary	<u>SERIES NO.:</u> 1256	
<u>MAJOR AGENCIES:</u> Attorney General only	<u>EFFECT. DATE:</u> 01/01/1980	<u>NEW EFF. DATE:</u> 01/13/1991

SERIES PURPOSE:

The purpose of the legal secretary occupation is to perform a variety of clerical, procedural & administrative tasks for attorneys & other office staff.

CLASS TITLE:

Legal Secretary

CLASS NUMBER:

12561

EFFECTIVE DATE:

01/01/1980

NEW EFFECTIVE DATE:

01/13/1991

CLASS CONCEPT:

The full performance level class works under general supervision & requires considerable knowledge of clerical functions, office procedures & legal terminology & documents in order to provide general secretarial assistance by performing routine administrative tasks & providing clerical assistance to attorneys & other staff in legal office environment.

<u>CLASS TITLE:</u> Legal Secretary	<u>CLASS NUMBER:</u> 12561	<u>BARGAINING UNIT:</u> 045
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EFFECTIVE DATE:
01/01/1980

NEW EFFECTIVE DATE:
01/13/1991

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Operates memory typewriter &/or word processing equipment (i.e., WANG 4230 or equivalent) to produce accurate finished product from rough written copy, dictation (i.e., by machine or shorthand), or oral/tape machine instructions involving briefs, depositions, legal memoranda, correspondence, reports or other confidential material, requiring knowledge of legal terminology, composes or independently answers correspondence, corrects & may sign correspondence & proofs all correspondence/materials produced prior to submission to attorney; learns & is then responsible for all case docketing functions (i.e., including preparation of case entry initiation forms & then must prepare all standard legal documents (i.e., briefs for courts, prepares all appropriate tables, appendices & certificates of service) & ascertains appropriate court filing requirements for all legal documents.

Relieves supervisor of some administrative tasks (e.g., assists in setting up office procedures; does research; gathers statistics, prepares reports; sets up & maintains confidential files; acts as liaison between attorneys & clients or other offices; coordinates details of meetings; maintains office functions in absence of administrative secretary).

Screens calls & visitors for attorneys & other personnel; greets visitors; conducts tours; provides information; manages attorneys' appointments & travel schedules; makes travel & lodging arrangements; prepares travel expense reports; sets up meetings, prepares agendas & notifies participants; arranges conferences & speaking engagements.

Assigns, trains, coordinates & schedules work of support staff when assigned subordinate personnel in absence of regular supervisor or if there is no administrative secretary on staff.

Monitors &/or performs typing & clerical tasks of general or routine nature for section &/or other sections (e.g., types routine correspondence, memos & forms; maintains & searches files); responsible for completion of all photostatic copy work (i.e., personally copies work using photostatic equipment & prepares printing orders as required by immediate supervisor, delivers & picks up from copy center); inventories, orders, distributes & accounts for use of office supplies; receives, reads, sorts, logs & distributes correspondence; acts as receptionist, answers telephones; takes dictation of routine nature; picks up & delivers filings, legal documents, office correspondence for section & office.

MAJOR WORKER CHARACTERISTICS:

Knowledge of legal secretarial & office practices & procedures to include legal terminology, office management*, legal docketing & formats for all legal documents*; public relations. Skill in typing; operation of WANG 4230 or equivalent*; dictation by machine or shorthand; use of general office machines. Ability to deal with problems involving several variables in familiar context; transcribe dictation; write business letters reflecting standard office procedures; proofread materials, recognize & make corrections; cooperate with co-workers on group projects; calculate fractions, decimals & percentages; gather, collate & classify information about data, people & things according to established methods; handle contacts with &/or resolve complaints from public & government &/or business officials.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Ability to calculate fractions, decimals & percentages & to read & write common vocabulary & to type 60 wpm plus; 600 hrs. trg. in typing & dictation (or 6 mos. exp. performing like duties in private industry or other government offices) or completion of coursework to qualify for diploma in secretarial technology or associate degree in secretarial science or that which must include 600 hrs. of business or office education at high school level or 2 quarters of secretarial training at college level; 1 course in public relations (or 1 mos. exp.); 300 hrs. trg. in office machines (or 3 mos. exp.).

- Or alternative, equivalent evidence of the Major Work Characteristics noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

May work in stressful environment or under pressure.

CLASS TITLE: Mail Clerk/Messenger	CLASS NUMBER: 12731	BARGAINING UNIT:
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EFFECTIVE DATE:

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Operates postage machines (e.g., postage scale, meter machine, inserter, opener) to process incoming &/or outgoing mail (e.g., sorts date & time stamps; opens, bundles; addresses; completes required documentation associated with special mail handling such as certified return receipts or receipts for insurance; ensures prompt handling of time sensitive documents that could have impact on revenue collection or legal notifications or delivery of checks or warrants) & delivers to appropriate office &/or picks up mail, parcels &/or messages.

Loads & unloads trucks &/or distributes contents to various offices/sections; prepares UPS or express letters or packages; maintains records of postage used &/or volume of mail; stuffs envelopes; inventories &/or distributes supplies; labels, folds &/or staples materials; photocopies materials; delivers &/or picks up documents, packages & materials; makes service calls &/or assists in repair &/or maintenance of machines.

Answers inquiries from other employees & general public regarding U.S. Postal regulations; explains postal procedures & requirements for insured, certified, foreign & other postal options; explains differences in postal rates & classes of mail (e.g., 1st class, 4th class, flatmail, presort); tracks lost or misdirected mail for agency staff.

MAJOR WORKER CHARACTERISTICS:

Knowledge of agency & federal postal regulations & procedures. Skill in operation of postage equipment. Ability to sort items into categories according to established methods; understand mail room procedures; add, subtract, multiply & divide whole numbers; read common English vocabulary; complete routine forms or records; answer routine inquiries from co-workers & general public; stand, walk or bend continuously; lift up to 40 lbs.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Formal education in arithmetic that includes addition, subtraction, multiplication, division & reading common English vocabulary; valid driver's license if position requires operation of vehicle to pick up or deliver mail.

- Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

May be exposed to loud or constant noise from postage machines; may be required to work outside, exposed to weather; may be exposed to potentially violent residents in institutions.

<u>CLASS TITLE</u>				<u>CLASS NUMBER</u>	<u>B.U.</u>	<u>EFFECTIVE</u>
Secretary	1	2	3	12551		

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

A – Provides secretarial assistance through routine administrative tasks (i.e., independently provides explanation, orally &/or in writing, of services or activities of assigned area, but does not include formulating interpretation of policies & procedures as they would apply in given situation) (e.g., drafts & may sign simple correspondence; researches responses to inquiries; compiles data; prepares reports, gathers statistics & may compile in report form; performs research & writes reports to present straightforward information; sets up office procedures; coordinates daily work flow of office; revises content of manuals & notebooks; requisitions equipment & supplies through either agency purchasing agent or direct contact with established vendors for low cost items that are used repetitively; screens problems & obtains files & records to support same for referral & may resolve only those which do not involve interpretation or judgment of applicability of policies & procedures.

&/OR

B – Provides secretarial assistance in technical environment & transcribes, formats &/or assists in formatting, types & proofs standard &/or technical (i.e., documents requiring use of legal, medical, scientific, statistical or foreign language terminology) correspondence & reports.

& IN ADDITION TO A OR B OR IN LIEU OF A OR B,

C – Serves as lead worker over secretaries & office assistants or secretaries & word processing specialists by coordinating work flow & participating in training & evaluation on daily basis or on shift or at office where no higher level supervisor/manager is located.

Produces typed copy, to including formatting or assisting in formatting, from standard or confidential written, dictated or oral instructions & proofreads work.

Performs other clerical duties (e.g., maintains files, sorts and routes mail; answers phones & screens calls; greets visitors; orders & stocks supplies; maintains calendar; makes copies; prepares materials for mailing; prepares time reports for payroll; schedules meetings).

MAJOR WORKER CHARACTERISTICS:

Knowledge of English grammar & composition; arithmetic that includes addition, subtraction, multiplication & division; administrative practices & procedures; general office practices & procedures; agency-specific office practices & procedures. Skill in operation of office machines (e.g., transcribing equipment, calculators, typewriter &/or word processors). Ability to deal with problems involving several variables within familiar context; apply principles to solve practical, everyday problems; interpret instructions in written or oral form; write routine business letters following standard procedures; complete routine forms or records; make appointments; arrange items in numerical or alphabetical order; move fingers easily to perform manual functions; assess questions & provide appropriate information or referral.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

1 yr. trg. or 1 yr. exp. in secretarial science including operation of typewriter or word processing equipment. For positions requiring manual dictation, applicants must also have 6 mos. trg. or 6 mos. in speedwriting or shorthand.

For positions requiring technical terminology, applicants must also have 6 mos. trg. or 6 mos. exp. in relevant technical terminology.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

May require travel to community site under contract with Department of Mental Health.

CLASS TITLE SWITCHBOARD OPERATOR	CLASS NUMBER N/A
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EFFECTIVE DATE

JOB DUTIES:

Operates communication systems, such as telephone, switchboard, intercom, two-way radio, or public address.

Answer incoming calls, greeting callers, providing information, transferring calls and/or taking messages as necessary.

Route emergency calls appropriately.

Page individuals to inform them of telephone calls, using paging and interoffice communication equipment.

Relay and route verbal and written messages.

Place telephone calls and arrange conference calls as instructed.

Performs clerical duties, such as typing, proofreading, accepting orders, scheduling appointments, and sorting mail.

Keeps records of calls placed and charges incurred.

May include monitoring alarm systems in order to ensure that secure conditions are maintained.

MAJOR WORK CHARACTERISTICS:

Receives and routes calls on multi-line system, takes messages.

Greets visitors and public.

Type, sorts, routes and distributes outside and intra-office mail.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Proficient in switchboard system, electric typewriter.

Must type at least 45+ w.p.m.

Knowledgeable of common English grammar.

Six months experience in an associated business environment.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

NOT APPLICABLE.

UNUSUAL WORKING CONDITIONS:

<u>CLASS TITLE:</u> Word Processing Specialist 1	<u>CLASS NUMBER:</u> 12611	<u>BARGAINING UNIT:</u>
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EFFECTIVE DATE:

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Operates word processing equipment & software to produce basic material (i.e., simple, repetitive data which does not involve establishment of document formats or correction of punctuation or grammar) (e.g., completes forms, types lists or address labels) &/or routine material (i.e., documents requiring formatting & correction of punctuation & grammar) (e.g., correspondence, minutes of meetings, newsletters, short reports, articles) from written copy, confidential notes or transcribed from dictaphone, enters on word processing equipment to create, revise or delete document formats, backs up data to disc or tape for future retention, ensures directory &/or subdirectory file maintenance, proofreads final material for accuracy & completeness & batches or prioritizes incoming work.

Performs clerical duties (e.g., acts as receptionist, answers telephone, screens or refers calls & takes messages, sorts & distributes mail, updates & maintains filing system, operates photocopier & calculator &/or adding machine, maintains record of completed work &/or miscellaneous logs, orders & distributes office supplies, sorts &/or batches incoming work); operates typewriter to produce correspondence, simple reports, forms, lists &/or labels; ensures proper maintenance of word processing equipment.

MAJOR WORKER CHARACTERISTICS:

Knowledge of word processing techniques & procedures; office practices & procedures; fractions & percentages. Skill in operating word processing equipment; operating typewriter keyboard; operating dictaphone/transcriber. Ability to interpret variety of instructions in written, oral, picture or schedule form; copy material accurately & recognize grammatical & spelling errors; sort items into categories according to established methods; handle routine telephone &/or face to face contacts.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

1 course or 3 mos. exp. in using word processing equipment & related software; 3 mos. trg. or 3 mos. exp. in office practices & procedures; formal education in arithmetic that includes fractions & percentages & in reading, writing & speaking common English vocabulary.

- Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Work involves constant deadlines, work pile ups, constant noise (e.g., word processor, printer) & interruptions; confined to work area for long periods of time.

<u>CLASS TITLE:</u> Word Processing Specialist 2	<u>CLASS NUMBER:</u> 12612	<u>BARGAINING UNIT:</u>
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EFFECTIVE DATE:

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Operates word processing equipment & software to produce &/or merge complex technical material (i.e., documents requiring use of legal, medical, scientific, statistical or foreign language terminology & applications) (e.g., contracts, legal briefs, affidavits, grant proposals, health record reports, tax comparison charts, architectural, computer-related, financial, mechanical, highway engineering reports, administrative consultation or management reports, manuals &/or textbooks requiring knowledge of specific technical terminology &/or applications). Interprets materials & transcribes from Dictaphone, optically scanned documents, written copy, rough draft or confidential notes, proofreads documents for correct spelling, punctuation & grammar, revises, modifies & merges corrected information on word processing equipment, backs up data to disc or tape for future retention, ensures directory &/or subdirectory file maintenance & performs mathematical calculations on word processing equipment.

Performs clerical duties (e.g., acts as receptionist, answers telephone, screens calls or visitors & takes messages, updates & maintains filing system; updates, maintains & files completed work &/or miscellaneous logs; sorts & distributes mail; prepares, stamps &/or sorts outgoing mail; orders & distributes office supplies; schedules appointments; troubleshoots or arranges for repairs & maintenance of office equipment; prepares & duplicates diskettes &/or magnetic card record keeping system; proofreads final material for accuracy & completeness; sorts &/or batches incoming work; operates photocopier & calculator &/or adding machine; saves or retrieves information; operates typewriter to produce basic routine material (e.g., correspondence, labels, lists, simple reports); searches files for inquiries or missing data for reports), ensures proper maintenance of word processing equipment.

MAJOR WORKER CHARACTERISTICS:

Knowledge of word processing techniques & procedures; office practices & procedures; fractions & percentages; technical terminology in the appropriate area. Skill in operating word processing equipment; operating typewriter keyboard; operating dictaphone/transcriber. Ability to interpret variety of instructions in written, oral, picture or schedule form; copy material accurately & recognize grammatical & spelling errors; sort items into categories according to established methods; handle routine telephone &/or face to face contacts.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

9 mos. trg. or 9 mos. exp. in using word processing equipment & related software; 3 mos. trg. or 3 mos. exp. in transcription; 9 mos. trg. or 9 mos. exp. in office practices & procedures; 1 course or 3 mos. exp. in the appropriate technical terminology; formal education in arithmetic that includes fractions & percentages & in alphabetizing, English grammar, punctuation & editing of common English vocabulary.

-Or 6 mos. exp. as Word Processing Specialist 1, 12611.

- Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Work involves constant deadlines, work pile ups, constant noise (e.g., word processor, printer) & interruptions; confined to work area for long periods of time.