

CLASSIFICATION TITLE- SUB-TITLE

Operations Program Associate (Working title: Bureau Assistant)

POSITION SUMMARY

Under the general supervision of the Program Assistant Supervisor-Advanced this position provides complex administrative and program-related support services, including confidential duties, to the Division of Policy Development and assigned Boards, Councils and Committees.

This position works primarily with an Executive Director, and performs paraprofessional duties by acting as the sole office management, travel contact, administrative and meeting support person for their assigned Boards, Councils and Committees. This position maintains the flow of communications within the Department, with board members, and with external contacts in collaboration with the Executive Director and Program Assistant Supervisor-Advanced. This position also functions as a resource for implementing, monitoring, and evaluating processes and policies relevant to the position.

GOALS AND WORKER ACTIVITIES

75% **A. Provide a broad scope of paraprofessional program responsibilities in support of assigned Boards, Sections, Councils, and Committees.**

- A1. Assist Division staff with coordinating the Division workload to ensure the processing of work in the most efficient and effective manner.
- A2. Prepare and compile agenda materials for Board, Section, Council, or Committee meetings as assigned. Coordinate finalization of the agenda with the appropriate Executive Director, including the scheduling and notification of appearing parties.
- A3. Prepare and verify that the public notice of Board, Section, Council, or Committee meetings are legally published in accordance with Open Meetings Law.
- A4. Staff and assist with facilitation of Board, Section, Council, or Committee meetings as assigned.
- A5. Compose meeting minutes, "action" lists, "to-do" lists, position statements and other documents during the course of or, after the conclusion of Board, Section, Council, and Committee meetings, route for approval, and distribute as appropriate.
- A6. Coordinate, schedule, and set up Board, Section, Council, and Committee meetings as assigned. Execute room preparations, lunch and hotel reservations, and connect virtual meeting and/or teleconference technology as necessary.
- A7. Prioritize and field multiple inquiries from board members, Executive Director, Department staff, stakeholders and members of the public during meetings or throughout the course of the workday.
- A8. Submit assigned meeting paperwork (travel vouchers, per diem forms, lunch invoices) to the Program Assistant Supervisor-Advanced office in accordance with Division and state guidelines.
- A9. Coordinate board member in-state and out-of-state travel, including preparing and routing travel approval requests and/or travel confirmation letters.
- A10. Provide training to board members on policies and procedures relating to reimbursement reporting requirements.

10 %

- A11. Maintain DSPS Boards SharePoint site pages, and provide training and support to Board, Section, Committee and Council members as needed.

15%

B. Maintain department records for the Division, Boards, Sections, Committees and Councils.

- B1. Maintain internal and external information for Boards, Sections, Councils and Committees on the Department website, Board Member SharePoint sites, intranet and internal database.
- B2. Maintain Board, Section, Council and Committee meeting records, whether paper or electronic, pursuant to state recordkeeping guidelines (RDAs).
- B3. Identify and prepare confidential items for destruction.

10 %

C. Provide administrative services in support of the Division of Policy Development including team support functions.

- C1. Act as the Division liaison with service vendors to procure goods or information for the Division including communications with the Department of Administration printing and mailing staff.
- C2. Act as the subject matter expert to the Division, Boards, Sections, Councils, Committees, and other agency staff providing assistance and instruction relating to the administrative support procedures, utilized technology, policies, rules, and regulations of the Division.
- C3. Train new division staff at all classification levels, and appointees on Division processes and procedures.
- C4. Participate in office space management activities.
- C5. Establish and maintain a positive working relationship with staff, supervisors, board members, and customers.
- C6. Perform other duties, as assigned.

KR1 KR2 KNOWLEDGE, SKILLS AND ABILITIES

- 1. Knowledge of basic office procedures
- 2. Knowledge of effective written and oral communications skills
- 3. Knowledge of Open Meetings and Open Records Law
- 4. Knowledge of Department of Administration Travel guidelines
- 5. Effective organization skills in managing and prioritizing multiple tasks with varying and fixed deadlines
- 6. Skills in active listening
- 7. Skill in interpersonal human relations
- 8. Skills in synthesizing and summarizing discussions into motions, documents and/or task lists
- 9. Ability to type approximately 45 words per minute
- 10. Ability to establish and maintain effective working relationships with department management and staff, members of boards, and the public
- 11. Ability to use, maintain, and provide training or support on computers, computer software, audio/visual equipment and other related technology such as Microsoft Office Suite, Adobe Acrobat Pro, SharePoint, GoTo Meeting, and web publishing software
- 12. Ability to maintain confidentiality in the performance of assigned duties
- 13. Ability to provide a high level of customer service in execution of external communications
- 14. Ability to position self to set-up meeting room equipment, including installation of extension cords under tables
- 15. Ability to move equipment or boxes weighing up to 30 lbs
- 16. Ability to interact in a professional and courteous demeanor with supervisors, staff and stakeholders with a dedication to teamwork and professional collaboration to achieve team, division and agency objectives
- 17. Ability to represent the agency in a positive and professional manner and to participate enthusiastically and consistently, in the implementation and enforcement of division and department directives, policies and procedures