OPERATIONS PROGRAM ASSOCIATE

POSITION SUMMARY

This position provides a full range of administrative and program support under the general supervision of the Program Assistant Supervisor in the Division of Management Services. This position requires the ability to juggle multiple tasks and projects, considerable independent judgment, attention to detail and the ability to understand and interpret complex rules, regulations and statutes governing rules and operations.

This position is responsible for administrative program support, central mail services, and records management services within the department. This position acts as the web content manager and assists in the development, maintenance and production of the Divisions external and internal web pages including, but not limited to, technical documentation, informational pieces, and other program materials.

This position requires excellent interpersonal and customer service skills, attention to detail and the ability to consistently follow-through on projects and activities. This position requires a valid Wisconsin driver's license and must be eligible to drive a state vehicle.

TIME% GOALS AND WORKER ACTIVITIES

30% A. Administrative support

- A1. Provide program support to the Program Assistant Supervisor by participating in various department activities and conducting special projects when necessary.
- A2. Independently set work priorities for special projects ensuring that priority items and deadlines are met in a timely manner.
- A3. Assist staff with agency access card and key distribution.
- A4. Assist with coordination and services for Fleet Manager.
- A5. Work with the Program Assistant Supervisor and staff to manage information and communication flow throughout the divisions.
- A6. Develop and maintain filing procedures. Organize and file hard copies of reports, documentation, memos, requisitions, and letters. Maintain, create and purge files in the Director's and Assistant Directors office.

25% B. Provide Technical and programmatic support to the external and internal web pages.

- B1. Act as a liaison between IT and the Department's website content managers as the external website administrator.
- B2. Assist Department website content managers with initial trouble-shooting as it relates to maintenance of the external website content.
- B3. Ensure proper posting of all approved materials within 2 business days of approval, unless immediate posting is necessary.
- B4. Consult with and advise the Division Administrator and professional and technical staff on the varied aspects of Division and Department web content including bringing forth ideas for improvement.

B5. In coordination with agency staff; accurately write, edit, format, and publish electronic documents and website layouts.
B6. Coordinate the preparation of Division documents so they are suitable for use as both paper and electronic internet format. Provide design and layout services, including choice of formats, paper, typography, illustrations, etc. Use desktop publishing to write, edit, and lay out publications, forms, graphics, and other paper and electronic materials.
B7. Ensure the accuracy of content posted on the Department Connect-Us SharePoint site and coordinate the updating of information with content managers.

20% C. Program support to Records Management Program Manager.
C1. Assist with the coordination of record keeping ensuring compliance with statutory rules and codes.
C2. Recommend policies and procedures for records management program.
C3. Assist in developing, documenting, administering and maintaining records management program policies and procedures.
C4. Maintain a log of division records Coordinators.
C5. Assist in performing central review and coordination functions for the development and maintenance of Records Disposition Authorizations (RDA's) for all DSPS records.
C6. Assist in the coordination of the annual review and disposition of all department records eligible to be destroyed pursuant to currently maintained Records Disposition Authorizations.

10% D. Perform back-up in mailroom to process mail received at the Department.
D1. Sort all incoming mail, including Inter-departmental mail from DOA, to the appropriate work unit.
D2. Place all non-deliverable postal mail in basket marked for returned mail.
D3. Open all mail, with the exception of mail marked "confidential," the Secretary's Office, Fiscal, Payroll or Personnel, using the automatic envelope slicer.
D4. Remove mail from envelopes, pull staples from checks and attach mail pieces and envelopes with paper clips as needed.
D5. Deliver any cash received in mail immediately to fiscal office.
D6. Date stamp each mail piece on the back of the first sheet of paper.
D7. Scan or read each piece of mail from the "unknown" sort (1,500 - 2,000 pieces per week) to determine the appropriate work unit.
D8. Distribute mail to the staff pick-up bins in the mail room.
D9. Separate all mail with checks attached into specific service areas requested for receipting staff.
D10. Sign for items received from various express and ground package services.
D11. Scan incoming mail with pertinent tracking information into the Mail Log System on the computer and process all priority mail before regular mail.
D12. Insure outgoing mail and interdepartmental mail is placed appropriately for pick up.

10% E. Safety Compliance program support

- E1. Assist Agency Continuity Manager in scheduling and conducting COOP/COG exercises.
- E2. Assist Agency Continuity Manager in scheduling agency Blood Drives.
- E3. Assist Agency Continuity Manager in scheduling emergency system training for agency floor captains.
- E4. Assist Agency Continuity Manager in scheduling and conducting annual emergency exercises agency wide including field locations.
- E5. Assist Agency Continuity Manager in scheduling training for First Responder Team.

5% F. Performance of miscellaneous tasks.

- F1. Perform other duties as assigned.
- F2. Determine training necessary to perform assigned duties and follow through with procedures to request and obtain such training.
- F3. Adhere to department safety policies and procedures.
- F4. Report accidents, "near misses" and maintenance items to the Supervisor.
- F5. Enhance job-related skills through continuing professional development including professional development related to AA/EEO.

KNOWLEDGE, SKILLS and ABILITIES

1. Knowledge of the principles of sorting mail. General knowledge of office policies, practices, and procedures
2. Effective office management skills; ability to exercise considerable independent good judgment, attention to detail and attention to privacy and confidential sensitive information.
3. Excellent communications skills, orally and written
4. Knowledge of modern office practices, procedures and equipment
5. General knowledge of the Department's divisions, programs and functions
6. Skill in the use of a computer; extensive knowledge of various uses of computer applications such as spreadsheets, databases, and internet. The tools include Microsoft Office, calendar and other software programs
7. Skill in time management; ability to prioritize and organize multiple projects simultaneously
8. Good organizational, interpersonal, decision making and customer service skills
9. Ability to use mail-opening and stamping equipment
10. Ability to work independently, setting own priorities to meet the demands of the position and work deadlines (similar to 8)
11. Ability to exercise a professional demeanor and represent agency in a positive manner

WORKING CONDITIONS WHILE PERFORMING ESSENTIAL FUNCTIONS

Typical office cubicle setting. Frequent exposure to dust from mail slicer when working in mail room. Occasional exposure to extreme weather conditions during snow and ice removal from fleet vehicles.

EQUIPMENT USED TO PERFORM ESSENTIAL FUNCTIONS

Use of computers, multi function devices, fax machines, mail slicer, date stamper, priority mail scanning tools, and basic maintenance tools.

The goals and work activities listed are intended to describe the essential functions of persons assigned to this job. They are not intended as an exhaustive list of all job duties, responsibilities, and requirements.