

DIVISION OF INDUSTRY SERVICES
Operations Program Associate

POSITION SUMMARY

Under general supervision of the Records Management Supervisor, this position will provide comprehensive administrative program support and coordination for the Division of Industry Services, Inspection Support. The primary responsibility of this position is to provide programmatic support services and coordination of related activities associated with various types of inspections of structures, mines, boilers, elevators, amusement rides, rental weatherization and other programs. This position provides information services, performs data entry, data reporting, recording complaint investigations, material orders, invoicing, processing EDI (Electronic Data Interchange) and associated functions for our customers. This position also coordinates and assists with preliminary and follow-up enforcement actions as well as legal procedures for constructed environments.

GOALS AND WORKER ACTIVITIES

35% A Programmatic and Administrative Support

- A1. Provide comprehensive administrative programmatic support of moderate to considerable difficulty relating to a variety of Industry Services inspection programs providing customers with accurate information and assistance.
- A2. Advise customers of administrative code requirements and provide explanations as appropriate for the completion of documentation. Resolve issues and communicate information to a variety of individuals. Research and investigate complaints in partnership with Inspectors and respond to customer concerns.
- A3. Audit regulated object inspection reports for correctness and completeness and log activities in a functional related production tracking database.
- A4. Independently respond to customers to resolve issues or refer to other state, federal or local agencies or organizations as appropriate to their needs.
- A5. Respond to requests for information and special orders concerning weatherization regulations for rental properties. Coordinate and maintain appropriate correspondence with rental weatherization clients to assure client compliance with regulations.

40% B Data Base Management

- B1. Responsible to bring EDI (Electronic Data Interchange) data into regulated objects system daily. Knowledge of the regulated objects database process is critical in maintaining inspection records, analyzing for errors and keeping the repository up-to- date.
- B2. Maintain a working knowledge of related code reference (SPS 2) as applicable to the PTO (Permit to Operate) and inspection billing process. Initiate bi-weekly invoicing computer draw down. Work with customers to resolve billing or PTO questions and refer as appropriate. Determine and submit incorrect invoices with an explanation for void approval.
- B3. Process registrations supplying the necessary permits or tags to the customer depending on the program. Supply the customer with confirmations and receipts as necessary.
- B4. Research all returned mail, making necessary owner or site changes in the database and Re-issuing permits and documenting all history related to the change.

B5. Process all manual reports including but not limited to electrical and ski tows.

B6. Review and enter voided invoices for processing.

20% C Office Coordination Responsibilities

C1. Act as the primary point of contact for one of the functional areas, such as PTO, material orders, rental weatherization, cross connection devices or other programs as assigned.

C2. Work with the Records Management Supervisor in establishing operating procedures, assist in planning daily work activity and maintaining forms and standard letters.

C3. Assist in training new and/or existing coworkers in office and section procedures, operations and processes.

C4. Receive, count, date stamp and sort incoming mail for the unit. Screen mail for completeness, sort and distribute to the appropriate parties by program.

C5. Participate in meetings, conferences and formal training courses and participate as an active team member in process improvement projects.

5% **D** Assist in other duties and projects as assigned accurately and within expected timelines.

Knowledge, Skills and Abilities

- Knowledge of and ability to use effective written and oral communication skills.
- Knowledge of DSPS website functions, internet, database software and other types of applicable software.
- Ability to use a computer and Microsoft Office software.
- Skill in multi-tasking and prioritizing work.
- Skill in interpersonal relations.
- Knowledge of and ability to process and complete program forms and applications.
- Skill in organizing resources and establishing priorities.
- Understanding of administrative law, statutes and rules related to the department.
- The ability to work as a team.
- The ability to analyze and solve customer issues.
- The ability to represent DSPS in a positive and professional manner