Position Description A

Employee's Name:

Agency/Division : SSB

Classification Title: Office Admin Spec -Principal

Prepared by:

Position Control Number (PCN):

Working Title: Administrative Assistant

Appraisal Period:

### Signatures

Employee Signature Date signed

(this position description accurately reflects my current job)

Supervisor Signature: Date signed

(this position description reflects the employee's current job)

### Position purpose

This position exists to support the State Services for the Blind (SSB) director and leadership team in conducting and coordinating the office and administrative functions of the entire division.

This position is the State Rehabilitation Council-Blind staff liaison and is responsible for coordinating all SRC-B activities and meetings.

This position develops and maintains all SSB office and administrative policies and procedures, including onboarding and offboarding processes.

### Reportability

Reports to: SSB Director

Supervises: N/A

### Dimensions:

Budget: SRC-B Innovation and Expansion budget (approximately $30,000 annually), indirect impact on the administrative services budget.

Clientele: SSB staff, State Rehabilitation Council-Blind, SSB customers, DEED Fiscal, Rehabilitation Services Administration

## Position Description B

Employee’s Name:

PCN:

1. **Principal Responsibility**

Be the primary State Rehabilitation Council-Blind (SRC-B) staff liaison and technical expert.

Priority A

40 % of time

Discretion: A

Task Statements

1. Be the point of contact for the SRC-B Council, as well as any SRC-B taskforces and subcommittees
2. Attend all SRC-B Council meetings and serve as a staff liaison for taskforces and subcommittees as requested
3. Provide training and guidance to all other SSB subcommittee staff liaisons
4. Create and distribute all SRC-B materials in an accessible format, including the agenda and meeting minutes
5. Meet with the Council chair and SSB Director prior to SRC-B meetings to establish the agenda
6. Set up all SRC-B meetings, both virtually and in-person, so they conform with open meeting laws
7. Maintain the SRC-B website, uploading all documents in a timely manner
8. In coordination with the SRC-B, follow and maintain the SRC-B work plan, bylaws, and other Council manuals & policies
9. Provide new Council member training
10. In coordination with the SSB Fiscal Team, monitor and maintain the SRC-B budget
11. Ensure per diems and business expenses for Council members are submitted and processed
12. Order meals for Council meetings
13. Submit special expenses and out of state travel requests for SRC-B costs, including conferences
14. Book Council member travel for conferences
15. Manage the SRC-B email distribution list
16. In coordination with the SSB Outreach Coordinator, ensure timely completion of the SRC-B Annual Report, which includes ensuring committees submit their reports by the deadlines in place, consolidating information, and proofreading
17. Work closely with the Office of the Secretary of State (OSS) on Council vacancies and appointments
18. Conduct outreach to find potential applicants to fill Council vacancies, which includes connecting with various advocacy organizations and stakeholder groups and working with the SSB Outreach team to message out to various entities

Performance Indicators

* All new Council and committee members are provided comprehensive training on the SRC-B.
* SRC-B meetings are conducted on time with all meeting materials provided in advance.
* Actively conduct outreach and identify potential applicants.
* Policies, manuals, website content, and other materials are kept current.
* SRC-B Annual Report is submitted to RSA by the end of each calendar year.
1. **Principal Responsibility**

Develop, maintain, distribute, and store policies, procedures, and documents that support the administrative functions of SSB.

Priority A

30 % of time

Discretion: A

Task Statements

1. Oversee and maintain the SSB SharePoint site, especially and including the Administrative Services page
2. Create and maintain the division’s organizational structure charts
3. Manage and monitor the record retention policies, ensuring each unit is following the policies in place and assisting with record retention and destruction as requested
4. Maintain the SSB New Employee Handbook and other hiring and onboarding internal processes
5. Maintain master personnel list and coordinate with other SSB admins to track staff start and end dates, equipment & technology, etc.
6. Keep staff email distribution lists current; be an “owner” for each distribution list
7. Identify new administrative policies that need to be created and work with SSB leadership on developing them
8. Ensure all documents and materials created by SSB are accessible
9. Be a subject matter expert on data privacy laws, ensuring SSB is in compliance

Performance Indicators

* All information as listed above is maintained and kept current
* Is in compliance with data privacy laws
1. **Principal Responsibility**

Provide office and administrative support to the SSB director, leadership team, and administrative unit.

Priority B

25% of time

Discretion A

Task Statements

1. Provide direction, training, and mentorship to the division’s office administrators; back up SSB office administrators during vacations and leaves, as requested
2. Schedule and coordinate virtual and in-person meetings
3. Submit out of state travel and special expense requests on behalf of staff; book conferences, travel, lodging, training, etc., that are required as part of those expenses
4. Provide front desk and mailroom back up support
5. Assist the Program Services administrator as requested in booking adjustment to blindness training, including helping create work orders
6. Support the all-staff planning committee in orchestrating and setting up all-staff meetings
7. Procure and book interpreters and captioning services for meetings as requested
8. Utilize a purchasing card or ProcureIT to pay for administrative purchase
9. Be the division point of contact for event planning, assisting with all logistics for small and large scale SSB events
10. As requested, provide administrative and office support to the fiscal team, contracts team, and communications and outreach team
11. As requested, assist the SSB leadership team with the logistics of interviewing and hiring, including creating interview documents, contacting applicants, and helping ensure a smooth onboarding experience

Performance Indicators

* Follow all purchasing guidelines
* Demonstrate knowledge of the various unit activities, including front desk and mailroom procedures
* Demonstrate accuracy and attention to detail when performing job duties
1. **Principal Responsibility**

All other duties as assigned.

Priority B

5% of time

Discretion B

Task Statements

1. Serve on committees or workgroups
2. Assist with any implementation of revised rules, statutes, or laws
3. Lead and participate in special projects that relate to the administrative and office functions of SSB

Performance Indicators

* Participate in councils, committees, and workgroups
* Complete any assigned special projects

## Position Description C

Employee’s Name:

PCN:

NATURE AND SCOPE

* Ability to respond quickly to requests for assistance and work well under deadlines.
* Ability to analyze and resolve complex problems; thoroughness and an eye for detail is critical
* Excellent verbal and written communication skills in order to convey appropriate information to internal external partners with varying levels of knowledge and expertise in the field of blindness.
* Adept at interpersonal relations sufficient to manage a wide range of critical relationships with consumer organizations, customers, partners, internal leadership and SSB staff.
* Ability to convey complex, technical issues, orally or in writing, in a patient and understandable way to those less knowledgeable.
* Ability to share knowledge and "teach" co-workers about processes, theories; possess strong listening skills.
* Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
* Must be self-motivated, independent, creative, innovative, and persistent.

RELATIONSHIPS

Relationship-building is a key component of this position. This position requires an advanced level in developing and maintaining relationships with State Rehabilitation Council-Blind members, which is a diverse group individuals, and internal staff. The incumbent in this position must be able to respond to high pressure situations and interactions with calmness, professionalism, and grace, while being solution-focused.

KNOWLEDGES, SKILLS AND ABILITIES

A person in this position should possess:

* Knowledge of the state and federal laws as it relates to the State Rehabilitation Council, including WIOA and the Rehabilitation Act.
* Excellent oral and written communication skills including the ability to make effective presentations to large and small groups.
* Effective time management skills including coordination of one's own and others' schedules in order to meet the demands of various outreach activities.
* Knowledge and understanding of state procurement and contracting laws, regulations, policies, and procedures.
* Knowledge and understanding of services provided by SSB' s various programs.
* Knowledge of principles and practices of office management sufficient to plan, assign and review the work of other staff.
* Knowledge of the methods and techniques utilized in providing services for blind, visually impaired and DeafBlind individuals.
* Ability to understand and effectively carry out complex oral and written directions.
* Ability to establish and maintain effective working relationships with internal staff, customers, other related individuals and groups, counselors, and staff of various community organizations.
* Advanced familiarity with the use of computers and MS Office software, including SharePoint.
* Ability to work with diverse groups.
* Ability to create and remediate accessible documents.
* Ability to establish and maintain complex record systems (e.g. personnel database) based on substantial program knowledge.

PROBLEM SOLVING AND CREATIVITY

Problem-solving is an essential part of this position. It requires identification of policies and procedures that are necessary for efficient administration of the division and then the ability to develop & train on those policies and procedures. It requires the ability to provide this information to management in a cogent manner clearly outlining the problems that need to be addressed along with possible creative solutions.

FREEDOM TO ACT

The incumbent is expected to act independently in performing the responsibilities outlined in this position description. The employee investigates situations, makes decisions and takes appropriate action. Reporting is by exception and through the normal review process.

Reporting is to the SSB Director on the progress of key organization objectives, work plans or projects and critical issues which deserve the director's attention. The incumbent has freedom to act to accomplish set goals, subject to overall policies and guidelines, and federal/state rules and regulations. Innovation in the provision of services is required. The position has the authority to problem-solve and to interact with other elements of state government. With this freedom to act comes a commensurate level of responsibility. Errors made will have far reaching impact, and can result in serious problems for both internal and external customers.

## PERSONAL RESPONSIBILITY STATEMENTS

**Professionalism:** Exhibits a professional demeanor at all times, including positive and effective working relationships. Complies with applicable statutes, rules, regulations and policies in order to effectively carry out the requirements of the position, the Division, and DEED.

1. Completes work assignments willingly and without complaint.
2. Develops and sustains productive, effective, positive relationships with staff and all constituencies.
3. Possesses current knowledge of applicable statutes, rules, regulations, and policies including, but not limited to: Affirmative Action, Americans with Disabilities Act (ADA), and Harassment policies; Code of Ethics; Violence Prevention, Code of Conduct.
4. Attends all required training and other sessions necessary to remain current in job knowledge and skills, and for growth and development purposes.
5. Attendance is an essential function of every position and for every employee. You must report for duty as scheduled; use time wisely and minimize all types of waste, being conscious of costs.

**Workplace Values:**  Every individual is responsible for adhering to and implementing the Agency’s core values while performing their job so that the working environment is supportive of and conducive to improving team and individual capabilities, productivity, and quality. Each of us has accountability for achievement of the mission and vision of the department.

We value one another by:

* Respecting each other’s skills, talents, and contributions.
* Recognizing that all jobs are equally important and that each and every one of us plays an important role in doing the work of the group.
* Listening to each other and acting on that which we hear.
* Supporting each other during times of change.
* Being flexible, tolerant, and adaptable; incorporating our different ‘styles’ so that objectives are achieved taking advantage of diverse methods and varying ideas.
* Taking responsibility to share learning and growth.
* Constantly seeking and being open to opportunities to improve both personal and task performance.

**Customer Service:** Responsible for satisfying the needs of your customers by providing quality customer service. Information/assistance is provided in an appropriate and understandable manner with a courteous and professional approach in a timely fashion that satisfies the customer’s needs.

1. Present a positive attitude and pleasant image in customer interactions.
2. Provide assistance in a timely, courteous, knowledgeable, and professional manner.
3. Deliver technical information in a user-friendly, non-technical manner, when appropriate.
4. Promptly respond to voicemail and e-mail messages.
5. Ensure accurate, current voicemail and e-mail messages.
6. Dress neatly and be well groomed at all times.
7. Recommend improvements
8. Cultivate respect for individual differences.

**Data Security:** Each employee is responsible for safeguarding the data that he or she collects or uses in the course of their work. This includes understanding the importance of data that DEED maintains, knowing how data is classified, and taking all necessary steps to safeguard DEED data.

1. Informs customers of their rights when collecting data.
2. Strives for a high degree of accuracy in collection and maintenance of data.
3. Exhibits safe data handling and system security practices.
4. Responds promptly and appropriately to requests for data.
5. Involves higher authority as defined by statutes, rules, regulations, and policies

**Safety Responsibility:**

1. Respond promptly to emergency calls and situations.
2. Know and comply with all agency safety and health policies and procedures.
3. Participate in all mandated safety and health training.
4. Immediately inform supervisor of any unsafe working conditions.
5. Report all injuries. Complete injury, illness, incident reports prior to the end of the shift during which the incident occurs.
6. Use proper body mechanics when lifting, bending, stooping, etc.
7. Assure work areas are clean and orderly.