Office Associate
Position No: 017589
5/21/18

This position functions under general supervision, providing a range of office operations support for mailings, fleet, and printing program areas. The person in this position will follow all safety rules and safe work practices established by the Department.

45% Goal A: Manage and serve as the technical expert for the Department's mailing operations.

A1. Provide guidance and respond to inquiries from users regarding USPS regulations and procedures, department billings, or other postal regulations and mail procedures.

A2. Pickup and deliver mail and packages, including USPS, campus, and inter-departmental mail.

A3. Lift and handle large mail containers, trays and cartons. Sort, categorize, wrap, weigh, meter, route and process mail and packages for shipment or delivery outside the agency.

A4. Ensure all outgoing items are shipped & metered appropriately as to lowest cost and optimal shipping measures as well as ensure all incoming items are tracked and delivered accordingly.

A5. Coordinate incoming/outgoing shipments with mail carriers (e.g., Fedex, UPS, SpeeDee). Prepare necessary and required forms used by USPS or those used by private carriers.

A6. Manage software applications related to mail processing equipment, ensuring computerized machines are formatted to process jobs effectively.

20% Goal B: Serve as a Department point of contact for fleet issues, including liaison services with DOA; this focuses on DATCP fleet vehicles (e.g., personally assigned vehicles for field staff, etc.) **and vehicle reservations for one-time use** (e.g., to attend meetings, training, etc.).

B1. Utilize DOA fleet application software for vehicle leases, assignment, fleet usage through the calendar management system, issuance of non-availability slips where applicable, etc.

B2. Serve as a point of contact for staff and DOA for all Department fleet related questions, scheduling conflicts, training on out-of-state on toll-ways (e.g., agency I-Pass), etc.

B3. Notify the Agency's Safety Officer of accident cases.

B4. Schedule routine maintenance and emergency repairs on Agency fleet vehicles. Maintain accurate records of fleet vehicle maintenance and repair following State operational guidelines. Schedule and arrange transport of vehicles to and from DOA, repair vendor, and dealers as required.

B5. Gather monthly vehicle logs from each vehicle; monitor mileage for sufficient use and/or request transfer to a division where personally assigned vehicles are needed; etc. Ensure that all fleet vehicle costs are identified and documented. Complete log sheets for each vehicle. Forward necessary documentation to Finance for monthly chargeback processing.

B6. Check or direct staff in managing the daily reservation schedule to ensure car and keys are available to be used by staff who made the reservation.

B7. Bi-monthly, assess each fleet vehicle for its interior and exterior cleanliness and clean as needed.

<u>25% Goal C:</u> Responsible for routine printing support.

C1. Provision for customer assistance in the submission of copy for production; confer with customers on job clarification, specifications, and deadlines. Resolve all minor problems with customers.

C2. Respond to customer phone, email and walk-in inquiries in a timely, courteous and professional manner. Advise and instruct customers on correct ordering procedures, details of services offered, and types of paper available.

C3. Communicate completed job status to customers when necessary, directing special delivery directions when required (i.e. - deliver completed printed copy to division when requested or contact customer to pick up completed job.

C4. Scan documents on printer/copier as needed for print jobs and sometimes retain scanned memory until job clears. Provides scanning services for records management programs to assist Divisions with transferring paper copies to electronic copies.

C5. Setup, adjust, and operate ***<u>folding machine</u>*** for various fold types, in high volume and various sized material with varying thickness - 8.5"x11", 8.5"x14", and 11"x17" sheets.

C6. Use ***<u>paper jogger machine</u>*** to neatly stack paper for pre-folding, pre-cutting, inserting, printing and delivery.

C7. Keep log of downtime and service calls on printers/copiers, inserter, ink jet labeler, tabber, jogger, cutter and drill machine. Call vendor for service calls - routine and emergency repair. Serve as the POC (Point of Contact) for service issues.

<u>10% Goal D:</u> Provision of miscellaneous duties.

D1. Manage inventory levels of supplies (e.g. paper, letterhead, envelopes, mailers, etc.) to avoid excess or zero inventory.

D2. Maintain sufficient postage for meter operation. Process postage refills following established procedures.

D3. Operate and shred documents as needed and also maintain shredding machine.

D4. Perform other duties as assigned.

<u>Knowledge, Skills, & Abilities</u>

- Effective communication Skills - Oral and Written
- Considerable knowledge of MS Office, especially Word, Access and Excel.
- Priority/Time Management Skills
- Effective customer service skills
- General Math Skills
- Problem Solving/Decision Making ability
- Ability to learn and maintain basic knowledge of the operation of digital production printers and copiers, printing paper and paper handling protocols.

- Ability to learn and apply skills for programming and set-up for production on the scanner/printer, job sequencing/overlapping, machine diagnostics, electronic cut and paste, and receiving jobs over the network.
- Basic knowledge of Records management rules, regulations, policies and procedures in State government
- Knowledge of reference and indexing systems and processes

Special Requirements: **1)** Must be able to lift, push and carry materials weighing up to 50 lbs unassisted; **2)** Ability to stand, stoop, twist and bend routinely and repeatedly throughout the work shift.