



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
11/29/11

Agency: Water Resources Department

Facility: North Mall Office Building

New Revised

This position is:

- Classified
- Unclassified
 - Executive Service
- Mgmt Svc – Supervisory
- Mgmt Svc – Managerial
- Mgmt Svc - Confidential

SECTION 1. POSITION INFORMATION

<p>a. Classification Title: <u>Office Specialist 1</u></p> <p>c. Effective Date: <u>8/1/2014</u></p> <p>e. Working Title: <u>Mailroom Specialist</u></p> <p>g. Section Title: <u>Administrative Services Div</u></p> <p>i. Employee Name: _____</p> <p>k. Work Location (City – County): <u>Salem-Marion</u></p> <p>l. Supervisor Name (Optional): <u>Paul Hutter</u></p>	<p>b. Classification No: <u>C0103</u></p> <p>d. Position No: <u>30000116asd</u></p> <p>f. Agency No: <u>690</u></p> <p>h. Budget Auth No: <u>631550</u></p> <p>j. Repr. Code: <u>OA</u></p>
<p>m. Position: <input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Seasonal <input type="checkbox"/> Limited Duration <input type="checkbox"/> Academic Year <input type="checkbox"/> Full-Time <input checked="" type="checkbox"/> Part-Time <input type="checkbox"/> Intermittent <input type="checkbox"/> Job Share</p>	
<p>n. FLSA: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt</p>	<p>If Exempt: <input type="checkbox"/> Executive <input type="checkbox"/> Professional <input type="checkbox"/> Administrative</p>
<p>o. Eligible for Overtime: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	

SECTION 2. PROGRAM AND POSITION INFORMATION

a. Describe the program in which this position exists. Include program purpose, who's affected, size, and scope. Include relationship to agency mission.

This position is located in the Support Services Section of the Administrative Services Division. Support is supplied to the agency through this section. The Section supports agency programs which comply with administrative rule requirements and the Departments mission to manage and protect the quantity and quality of public waters of the state. Support Services include Department reception services, mail processing, records retention, inventory, and supply.

b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary purpose of this position is to:

This part-time position is responsible for processing in-coming mail for the agency and is the primary daily back-up for the Front Reception Desk.

SECTION 3. DESCRIPTION OF DUTIES

List the major duties of the position. State the percentage of time for each duty. Mark "N" for new duties, "R" for revised duties or "NC" for no change in duties. Indicate whether the duty is an "Essential" (E) or "Non-Essential" (NE) function.

% of Time	N/R/NC	E/NE	DUTIES
20%	R	E	<p>Mailroom Process outgoing mail each morning following DAS procedures and USPS regulations.</p> <p>Process incoming mail each afternoon following WRD procedures by assuring two employees are present during opening.</p> <p>Sort mail by type and addressee.</p> <p>Bundle all monies received, sort into funding types and track on Check Log. Create Log of monies received in designated order and print. Attach to monies received and deliver to Receptionist for receipting.</p> <p>Print USPS postage as needed and prepare overnight mailing (UPS and FedEx)></p> <p>Order general supplies stocked in mailroom.</p> <p>Maintain procedure manuals and resources for mailroom activities.</p> <p>Participate with agency inventory, surplus, and e-waste tracking/processing activities.</p> <p>Maintain various mailroom documents, spreadsheets, calendars and databases using Microsoft Office products.</p>
20%	R	E	<p>Reception Desk Act as primary daily back-up to the Front Desk Receptionist during breaks and lunch periods and when needed during other occasions of absences. This requires employee to respond to a high volume of telephone calls using a multi-line phone system; determine the needs of the caller and direct call to proper extension; take accurate and complete messages for Salem Office employees as needed.</p> <p>Write receipts for cash and checks received from customers and through the mail by determining whose receipt is to be written and reason for payment; coding appropriate cost code; and documenting receipt information on the over-the-counter or daily log check. Greet walk-in visitors, determine their needs and direct them to the proper party.</p> <p>Receives and signs for Federal Express, UPS and Office Max deliveries daily (2-4 times). Logs any checks received. Responsible for calling Fiscal Services when deliveries are received or the</p>

			<p>recipient(s) for Office Max deliveries.</p> <p>Produce final documents (i.e. memos, letters, reports, etc.) from draft using Microsoft Word and assist with scanning projects (i.e., final proof maps).</p> <p>Maintain reservation and check out schedule for office equipment.</p> <p>Assist with bulk mailings by folding, labeling and stuffing envelopes as mailings occur.</p> <p>Perform position duties in a manner which promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully. Engage in effective team participation through a willingness to assist and support co-workers, supervisors, and other work related associations. Develop good working relationships with division and agency staff through active participation in accomplishing the agency mission and resolving problems in a constructive manner. Demonstrate openness to constructive feedback in an effort to strengthen work performance. Contribute to a positive, respectful, and productive work place.</p>
60%	NC	NE	Assists other Divisions/Sections with special projects as directed by Supervisor.
100%			

SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

May require extended periods of sitting, pushing, pulling, pinching, grasping, hand stamping, lifting, crouching, viewing a computer terminal, and/or working at a terminal with a multi-line phone system. Must deal with irate customers in a professional manner. Must maintain a positive and professional image. Must be reliable and available upon short notice, to work Monday through Friday between 8:00 a.m. and 5:00 p.m. for a regular (or varied) work shift per supervisor's request to accomplish workload priorities.

SECTION 5. GUIDELINES

a. List any established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

Receptionist and Mailroom Procedures Manuals.

b. How are these guidelines used?

To assure proper handling of mail and accounting of monies received. Ensure proper procedures are followed to provide the best possible service to agency staff and the public. To determine how to transfer calls, take messages, write receipts, etc.

- Approves work
- Responds to grievances
- Disciplines and rewards

- Recommends hiring
- Gives input for performance evaluations
- Prepares & signs performance evaluations

SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

ADDITIONAL REQUIREMENTS: List any knowledge and skills needed at time of hire that are not already required in the classification specification:

This is a critical position in the agency and employee must arrive to work on time and have excellent attendance. Employee must have experience using a multi-line telephone system, have excellent attention to detail, excellent customer service skills and be proficient in Microsoft Office products.

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following:

Operating Area	Biennial Amount (\$00000.00)	Fund Type
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>		

SECTION 11. ORGANIZATIONAL CHART

Attach a current organizational chart. Be sure the following information is shown on the chart for each position: classification title, classification number, salary range, employee name and position number.

SECTION 12. SIGNATURES

Employee Signature

Date

Supervisor Signature

Date

Appointing Authority Signature

Date