



**STATE OF OREGON
POSITION DESCRIPTION**

Position Revised Date: _____

This position is:

- ☒ Classified
☐ Unclassified
☐ Executive Service
☐ Mgmt. Svc – Supervisory
☐ Mgmt. Svc – Managerial
☐ Mgmt. Svc - Confidential

Agency: The Department of Administrative Services

Facility: General Services Building

☐ New ☒ Revised

SECTION 1. POSITION INFORMATION

a. Classification Title: <u>Office Specialist 2</u>	b. Classification No: <u>C0104</u>
c. Working Title: <u>GSB Receptionist</u>	d. PPDB No/WD ID: <u>0153013</u>
e. Section Title: <u>EAM Administration</u>	f. Agency No: <u>10700</u>
g. Employee Name: <u>VACANT</u>	h. Budget Auth No: _____
i. Supervisor Name: <u>Molly McDermeit</u>	j. Repr. Code: <u>OA</u>
k. Work Location (City – County): <u>Salem – Marion</u>	
l. Position: <input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Seasonal <input type="checkbox"/> Limited Duration <input type="checkbox"/> Academic Year <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Intermittent <input type="checkbox"/> Job Share	
m. FLSA: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	n. Eligible for Overtime: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
If Exempt: <input type="checkbox"/> Executive/Supervisory <input type="checkbox"/> Administrative <input type="checkbox"/> Professional <input type="checkbox"/> Computer	

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.

The Department of Administrative Services ("DAS") is the central administrative agency that leads state government to implement the policy and budget decisions of the Governor and Oregon Legislature. Employing an enterprise-wide perspective, DAS serves state government by developing and upholding accountability standards to ensure productive and efficient use of state government's financial, human and information resources.

DAS provides a stable management infrastructure and essential business services including technology, financial, procurement, publishing/distribution, human resources and facility asset management. These services support and enable state and local government agencies to carry out their missions, benefiting all Oregonians.

To accomplish its mission, DAS partners with private enterprise, citizens, customer service boards and other governmental entities to ensure efficient and effective delivery of government services. The office of

the Chief Operating Officer (“COO”), a central component of DAS, unites statewide solutions through team leadership. The COO office coordinates work teams and initiatives that cross jurisdictional and agency boundaries with a goal of achieving transformative, long-term change and developing an agile organization that is able to meet current and future challenges.

Enterprise Asset Management is comprised of the Facilities Program, including Maintenance, Operations, Planning and Construction Management, and Real Estate Services; the Statewide Fleet Administration and Parking Services Program, and the Oregon Surplus Property Program. The core focus of these programs is property management, both real and personal, for the benefit and optimal use of state government enterprise-wide to support agencies space, travel, and operational needs. We are responsible for cost effective, quality, and efficient asset life cycle management: acquisition, operation, maintenance, and disposal.

- 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:**

Serve as the General Services Building Receptionist performing functions associated with safety/security support, mail services, provide technical/clerical support for the Operations and Maintenance Section.

The purpose of this position is to provide front-line customer service and administrative support for facility operations by serving as the primary receptionist and help desk contact for maintenance service requests. This position ensures timely and accurate entry and dispatch of work orders using the Tririga Facility Maintenance Tracking System, coordinates communication between staff, contractors, and tenants, and performs a variety of administrative tasks to support daily operations. Additionally, this role manages the issuance and tracking of employee key cards, ensuring secure access to facilities in accordance with agency policies. The Office Specialist 2 plays a critical role in maintaining efficient workflow, safety, and customer satisfaction within the Enterprise Asset Management teams.

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
35%	NC	E	<u>Receptionist for the DAS East General Services Building</u> Provide reception desk customer service, assesses emerging situations and responds appropriately in accordance with agency security/safety protocols. This involves the following duties: <ul style="list-style-type: none"> • Greets and screens walk-in customers to determine their needs. Visitors include legislators, staff from many state agencies, the general public, vendors and contractors. When needed, contacts DAS East employee to inform them of a visitor in the lobby. • Acts as package drop off and pick-up point for GS Building, UPS and FedEx. • Answer multi-line phone system. • Screens phone calls received from agitated/angry callers; must obtain enough information to determine who best can respond to their needs in a manner that diffuses their anger. • Maintains the “Sign In/Out Log” and handing out visitor badges. • Determines who to contact when safety or security concerns arise. Monitors entryway to ensure transients are not loitering. Contacts

			<p>police when needed. Contacts EAM for items that require safe disposal (e.g. needles).</p> <ul style="list-style-type: none"> • Acts as the lost and found coordinator for GS Building. • Serves as first point of contact and direction for police, firefighters and EMT's in building emergencies not requiring an evacuation. • Assists interviewees when they arrive for their interviews at DAS East; provides interviewees with interview questions and test questions if applicable. • Performs mailroom duties, including receiving and processing incoming and outgoing mail for building tenants. Notifies tenants when their mail is ready for pickup and/or when a package(s) arrives. Signs for certified and/or registered US mail delivered by the post office. • Schedules meeting rooms for building tenants and building guests. Receives requests via phone and email. • Must be self-motivated and be able to meet numerous firm deadlines with frequent interruptions.
35%	R	E	<p><u>TRIRIGA Facility Helpdesk</u></p> <ul style="list-style-type: none"> • Receive and modify service requests received in the Tririga Facility Maintenance Tracking System. Enter service calls into the Tririga Database received by phone or email. • Dispatch all service requests utilizing Tririga, email, telephone and cell phone. Find and correct tasks submitted and entered inaccurately into the Tririga. • Respond to high priority emergency/safety service calls. Perform follow-up calls to customers as needed. • Act as the first response person on the telephone answering a multi-line telephone system, screens and routes calls to staff members; takes messages for staff members; notifies supervisor about problems in the field. Schedules appointments with staff on manager's behalf. • Receive and respond to tenant/employee emails pertaining to facility repair requests, emergencies and/or service. • Communicate with Oregon State Police, the fire alarm and elevator contractor in alarm testing and emergency situations.
15%	R	E	<p><u>Administrative Support</u></p> <ul style="list-style-type: none"> • Update various lists to include: <ul style="list-style-type: none"> ○ Facilities Phone List ○ After Hours Emergency Contact List ○ After Hours Tenant Contact List ○ Conference Room List ○ Building Contact List • Create Project, Incident and Informational Alerts to building contacts and tenants for management approval and email distribution. • Act as the Flag Notification Listserv Administrator to subscribe and unsubscribe e-mail addresses as requested. • Vehicle Maintenance notices – send to owner when received

			<ul style="list-style-type: none"> Collect, process and distribute daily mail. Research, print and place DAS job announcements in a designated central location for employee access and review.
10%	R	E	<u>Key Card Coordinator</u> <ul style="list-style-type: none"> As designated Keycard Coordinator, input new keycard requests for DAS EAM staff, contractors and temporary employees for building access. Request addition or deletion of access levels for keycards. Receive and process requests from other divisions to add or change access granted on our access levels for their staff. Request various access reports for managers.
5%	NC	NE	<u>Other Duties as Assigned</u> <ul style="list-style-type: none"> Assist EAM staff with data collection, data entry. Perform miscellaneous filing, copying, assist with proofreading, and other assignments as needed.
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.

Duties are performed in a reception area environment with public access. Frequent interruptions and distractions. This position has occasional exposure to hostile or aggravated behavior.

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.

- Oregon Administrative Rules
- DAS Policies & Processes
- Statewide Policies
- Department Safety Manual
- SEIU Union Contract

b. How are these guidelines used?

Employee works under the guidelines of these documents and refers to them for guidance, in complying with all Department regulations and procedures in completing documentation and providing assistance and information to customers.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

Who Contacted	How	Purpose	How Often?
Vendors/General Public	Phone/In Person/Email	Various	Daily

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

Agency Staff	Phone/In Person/Email	Various	Daily
State Agency Staff	Phone/In Person/Email	Various	Daily
Section Managers	Phone/In Person/Email	Various	Daily
Contractors/Businesses	Phone/In Person/Email	Various	Daily
Emergency Services	Phone/In Person/Email	Various	Daily

SECTION 7. POSITION RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions.

- Receive requests for building services and facility related work from DAS-owned building tenants and the public. Determine if the request is fire, life safety related and dispatch to the appropriate trade. Failure to make decisions and dispatch requests within a timely manner and the established parameters of the position, could result in a delay of regular or emergency services which will affect the building tenants and operations.
- Enter work requests into a computerized maintenance tracking system. Failure to enter data will affect budget reports for building expenditures and the ability to research and follow-up with tenants as requested.
- The person in this position provides primary building security. On the rare occasions when a hostile person enters the building, the person in the position will need to determine how best to respond to the threat. The decisions made by the person in this position directly affect customer service and duties as assigned in the duties section.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Business Operations Manager 2	X7084, 034775	In Person / Email	Daily	To ensure customer responses are timely and appropriate assignments are made on priority tasks.
		In Person / Online	Quarterly	Performance Evaluation
		In Person / Online	Annual	Performance Evaluation

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

SECTION 9. OVERSIGHT FUNCTIONS

THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY

- a. How many employees are directly supervised by this position? N/A
How many employees are supervised through a subordinate supervisor? 0
- b. Which of the following activities does this position do?
- | | |
|--|--|
| <input type="checkbox"/> Plan work | <input type="checkbox"/> Coordinates schedules |
| <input type="checkbox"/> Assigns work | <input type="checkbox"/> Hires and discharges |
| <input type="checkbox"/> Approves work | <input type="checkbox"/> Recommends hiring |
| <input type="checkbox"/> Responds to grievances | <input type="checkbox"/> Gives input for performance evaluations |
| <input type="checkbox"/> Disciplines and rewards | <input type="checkbox"/> Prepare & 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 position is subject to a criminal records check, which may require fingerprints. If you are offered employment, the offer will be contingent upon the outcome of a criminal records check (FBI). Any history of criminal activity will be reviewed and could result in the withdrawal of the offer or termination of employment.

You are responsible to promote and foster a diverse and discrimination/harassment-free workplace; establish and maintain professional and collaborative working relationships with all contacts; contribute to a positive, respectful and productive work environment; maintain regular and punctual attendance; perform all duties in a safe manner; and comply with all policies and procedures. Working in a team oriented environment requires participative decision making and cooperative interactions among staff and management. You are to be aware of the department’s Diversity, Equity, Inclusion, and Belonging strategies and goals.

Additional skills, abilities and requirements:

- Knowledge and ability to interpret DAS policies verbally and in writing.
- Proficient in various software programs; accurate spelling, appropriate grammar, punctuation and writing skills for professional delivery; proficient typing, data entry and retrieval.
- Confidentiality, independent decision making, problem resolution, research and analysis, and responsive interactive customer service skills are required.
- Ability to write standard letters with modifications based on subject matter
- Ability to manage multiple projects
- Strong organizational skills
- Communicate effectively by telephone, writing and with people in person
- Ability to set work priorities based on management and staff needs

Behavioral Expectations

- Obtain agreement through the use of consensus when appropriate, giving and receiving feedback.
- Commit to support and help other team members.
- Share in leadership, and actively support decisions made by the management team.
- Participate in cross-functional or problem solving teams as needed.
- Adheres to all DAS policies and EAM policies, processes, procedures, and safety practices.

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

Operating Area	Biennial Amount (\$00000.00)	Fund Type
N/A	N/A	N/A

Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit “Enter”.

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