

**Executive Staff Assistant  
Division of Enterprise Operations**

**Position Summary**

This paraprofessional support position works under general supervision, reports to the Division Administrator and serves as Office Manager and liaison in the Division of Enterprise Operations (DEO) and is responsible for: 1) providing primary administrative support to the Division Administrator and limited support to Bureau Directors within the Division of Enterprise Operation, 2) serving as office manager and executive support team leader for DEO, and 4) serving as liaison with DOAS/BFM for fiscal issue problem resolution.

The Division of Enterprise Operations is a diverse division. More than half of the employees are located in locations throughout the city providing a wide variety of customer service. The position reports to the Division Administrator and requires specialized knowledge of state agency organizational structure, state and local government, and policies and procedures of diverse divisional activities. The position requires skills to communicate with executive level managers, independent decision making ability and the ability to coordinate complex administrative details for diverse divisional activities. These areas of responsibility demand a high degree of judgment, specialized knowledge, initiative and extensive knowledge of organizational structure, policies, and procedures of the Department of Administration and of state government in general.

**60% A. Provide paraprofessional support to the Division Administrator.**

A1. Provide support to the Division Administrator, including conducting research on specific topics, report generation, scheduling, agenda, and meeting minutes as requested.

- Assist with coordinating details for critical decision making and innovative thinking affecting Division programs.
- Assist with DOA culture change and leadership initiatives.
- Assist with E-government initiatives.
- Assist with project management details

A2. Maintain appointment calendar for Division Administrator, communicating with Governor's Office and other Executive level administrators.

A3. Serve as the Division's liaison with the DOA Secretary's Office for the Division Administrator's schedule, meetings, divisional activities/operations, and personnel information.

A4. Serve as the final authority for letters leaving the Administrators Office ensuring accuracy and adherence to standards. Draft and prepare letters/ memos for review by the

Division Administrator. Maintain status information on Secretary/Governor's referral letters ensuring timely division response.

A5. Provide input and assist with development of division biennial and operating budgets. Independently coordinate the preparation and submission of the annual operating budget, the strategic plan, and a variety of DEO annual and biennial reports to the Governor, Legislature and other reporting entities.

A6. Serve as primary contact with all DEO operating units in a coordinative, informative capacity on a variety of complex issues including operating budgets, biennial budget issues, DEO information technology plan, state employee online telephone directory and DEO Intranet.

A7. Independently review all confidential correspondence including DEO personnel transactions. Ensure completion and attachment of required documents prior to transmitting to Bureau of Personnel for action. Prepare and process confidential correspondence, grievance and discipline letters.

A8. Coordinate official open records requests for the division. Receive and log requests from DOA Legal Office. Track duration of request and expected deadline and notify DOA Legal Office of delays.

A8. Serve as the primary content manager for all web content related to DEO's intranet and internet pages.

A9. Schedule interviews or meetings as requested by the Division Administrator and Bureau Directors for vacancies in the Division.

A10. Serve as the primary liaison for DEO to insure Division COOP/COG plans are current.

**25% B. Serve as Office Manager for DEO in coordinating various division procedures and systems. Provide team leader guidance to other administrative support persons in the Division.**

B1. Independently coordinate and provide guidance annually to Division staff for revisions to the State Telephone Directory, including table of content verification of employee names, work address and telephone numbers.

B2. Independently maintain approved levels of delegation for purchasing for DOA management staff and file with DOAS.

B3. Maintain purchase requisition, direct charge, blanket order activities for Division management verifying invoices for accuracy, code to appropriate funding source/budget, and forward for payment.

- B4. Review travel vouchers for Division employees for completeness, verifying that the travel voucher reimbursement requests meet the travel guidelines set by OSER.
- B5. Maintain system that allows for verifying accuracy of travel reimbursement requests, including travel authorization, reimbursement limits, and ensuring accurate completion of forms to speed the reimbursement process for division employees.
- B6. Serve as Division liaison with Department training officer in coordinating specific training activities.
- B7. Maintain and purge as necessary, the Division filing systems; correspondence, purchasing, personnel and program information.
- B8. Serve as public records officer in preparing records disposal authorization.
- B9. Monitor, verify usage, and initiate additional requests for: building access cards, business cards, and procurement cards for division employees.
- B10. Ensure that administrative support and back up are always available for the Administrator and Bureau Directors.
- B11. Provide training to back up on all systems and procedures to ensure continuity for office coverage.
- B12. Coordinate all staff moves for Division staff located at 101 E. Wilson.
- B13. Serve as the primary contact for resolving telephone or computer problems experienced by the Division Administrator or Bureau Directors.

**10% C. Independently monitor and maintain the Division Administrator's Office financial reporting system. Serve as liaison to DOAS/Bureau of Financial Management to resolve problems and reconcile fiscal issues.**

- C1. Serve as liaison for coordination/dissemination of information/materials for operating and biennial budget preparation. Compile all final Division budget submissions to DOAS.
- C2. Monitor budget expenditures through monthly review of the Financial Status report for the Division and make recommendations to correct/realign budget shortfalls in areas that impact this position.
- C3. Receive and distribute to the section level the division's monthly financial status/encumbrance report by program area.

**5% D. Maintain and develop professional skills.**

D1. Attend training, conferences and vendor presentations in order to maintain and enhance paraprofessional skills including the areas of the DOA Intranet and Internet, E-government in general, office management, budget and financial services.

D2. Maintain interfaces with peers in bureaus, divisions, and agencies to facilitate the exchange of ideas and practices in the administration of office management, budget and financial services to the division.

D3. Serve on inter/intra divisional teams dealing with issues that affect the division.

**Knowledge and Skills:**

- Knowledge of modern office practices
- Excellent oral and written communications skills
- Knowledge and experience with computer systems and programs including Microsoft Outlook, Word, PowerPoint and Excel
- Highly organized with good time management skills, and ability to multi-task and prioritize various issues and projects
- Administrative skills including professional phone etiquette, proofreading, editing skills
- Ability to establish and maintain good working relationships with agency staff, department leadership, legislative representatives, and the public
- Ability to respond to contacts in a professional, prompt, and accurate manner
- Experience working with a high degree of sensitivity and confidentiality
- Ability to exercise independent judgment