

POSITION SUMMARY

Under the general direction of the Division Administrator of Administrative Services & Technology (AST), perform paraprofessional work of a complex nature and provide a wide variety of program and administrative assistance requiring individual independent judgment and initiative in coordinating division functions involving human resources and payroll, fiscal and accounting, and quality improvement/LEAN initiatives. In addition, this position provides back up coverage for the front desk.

The job duties of this position are highly involved with oral and written communication functions, with independent discretion and initiative on behalf of, and under the direction, of the Division Administrator. Other activities include assisting in personnel transactions utilizing the STAR system (Oracle HCM); coordinating divisional clerical support; and, providing comprehensive program and administrative support to the Administrator.

TIME %	GOALS AND WORKER ACTIVITIES
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40%	<p>A Serve as primary back-up for the AST administrator, coordinate and maintain records regarding human resource and payroll services to the department.</p> <p>A1. Assist administrator with coordinating work flow with all supervisors regarding activities relating to human resources and payroll.</p> <p>A2. Maintain all records regarding transactions relating to human resources and payroll.</p> <p>A3. Prepare regular and special reports</p> <p>A4. Screen and evaluate correspondences addressed to the AST Administrator; expedite urgent matters to the attention of the administrator and provide recommendations for courses of action.</p> <p>A5. Independently compose, review, approve, edit and, as needed, sign outgoing correspondence, some of which contains sensitive and confidential information, on behalf of the administrator.</p> <p>A6. Serve as primary contact and coordinator for STAR-HCM functions within the department.</p> <p>A7. Coordinate and maintain appointments and meetings for the Administrator.</p> <p>A8. Serve as primary back-up in the AST administrator's absence regarding human resource and payroll issues that affect the department.</p>
25%	<p>B Provide fiscal and accounting support.</p> <p>B1. Participate in wide range of confidential projects including Governor's budget strategy policies, personnel matters, pay plans and agency budget requests.</p>

Classification: Executive Staff Assistant
Department of Financial Institutions

- B2. Independently prepare purchase requisitions, direct charges and blanket orders; verify invoices for accuracy; code to appropriate funding source; and forward for payment.
- B3. Review and audit expense reports submitted by DFI staff and verify that they meet applicable travel guidelines and are appropriately coded within strict time deadlines.
- B4. Review and audit agency staff purchasing card transactions for compliance with state guidelines and verify accuracy of account coding.
- B5. Ensure that fiscal and accounting support and backup are always available for the Administrator and Budget Director.
- B6. Provide backup to the Budget Director's Office with receipting transactions, updating salary and fringe benefit estimates, and other duties as assigned.

20% C Agency quality improvement initiatives advisor

- C1. In alignment with Executive Order #66, relating to the state-wide LEAN Government Initiative, serve as the agency LEAN Government Program Administrator, complete and report no less than four Six Sigma LEAN projects annually that meet agency and Governor's Office initiatives related to evaluation and/or re-engineering of agency functions and/or business operations to more effectively utilize state resources and to improve external stakeholder interactions.
- C2. Serve as the primary contact for continuous improvement or resource initiatives and organize, lead, facilitate or advise cross-functional teams, sometimes involving the input of external stakeholders, to reduce process variation, better manage resources and to execute improvement projects.
- C3. Organize, lead, or facilitate cross-functional teams, including working with external stakeholders, to reduce process variation, better manage resources, and to execute improvement projects. These projects will directly affect the banking, credit union and consumer affairs of millions of state consumers.
- C4. As continuous improvement projects are implemented, provide statistical process control (SPC), perform on-going evaluation of effectiveness and impact on customer service or process delivery; make adjustments as needed.
- C5. Provide or facilitate primary training to management and/or program staff on the methods or tools available, or that are best for project applications, as business operations are analyzed.

10% D Provide front desk coverage as a backup to the AST Executive Staff Secretary

- D1. Manage phone traffic for general calls and confidential calls for the Office of the Secretary. Coordinate all walk-in visitors to the agency. Monitor and prioritize the importance of phone inquiries, visitors and correspondence.
- D2. Assure that training, coordination of work efforts and proper communications are maintained between support staff members of the front desk area which supports the AST Administrator and Office of Secretary.

- D3. Coordinate all building maintenance requests by combing duplicate requests and reporting requests to building maintenance. Track requests to ensure they are completed correctly and in a timely matter.
- D4. Manage monthly emergency drills by communicating and verifying all Floor Captains report issues in designated areas. Report all issues that occur during the drill to building maintenance, such as defective strobes, sirens and intercom.
- D5. Correspond and schedule all parking requests, manage a monthly calendar on behalf of the AST Administrator and communicate with vendor on issues.

5% E Other duties as assigned.

- E1. Perform other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

1. Knowledge of LEAN Six Sigma methodologies.
2. Knowledge of electronic filing systems.
3. Knowledge of Human Resources and Payroll concepts.
4. Knowledge of modern office practices, procedures and equipment including the use of personal computer software and business English, spelling and composition of letters and memoranda.
5. Skill in using an automated accounting system including STAR.
6. Skill in using Microsoft Office: Outlook to manage calendar and communications; Word to prepare written correspondence; Excel for various tracking activities and Power Point to develop presentations.
7. Skill with oral and written communications.
8. Ability to use independent judgment.
9. Ability to maintain confidentiality.
10. Ability to meet strict deadlines.
11. Ability to change work priorities with little or no advanced notice.
12. Ability to complete tasks and assignments accurately.
13. Ability to interact professionally with high ranking officials.
14. Ability to compose professional communications on behalf of high-ranking public officials.
15. Ability to utilize appropriate and sensitive discretion in dealing with confidential communications and situations.
16. Ability to maintain an effective working relationship with staff and public officials.