

**Position Summary:** Office Management Specialist  
Public Service Commission

Under general supervision of the Administrator of the Division of Business and Communications Services with the Public Service Commission. This position performs professional, confidential work related to HR recruitment processes, policy compliance, and records maintenance. This person in this position will also provide clerical support, and other needs deemed necessary by the Division Administrator.

**% Time Goals and Worker Activities**

- 40% A. Provision of HR services in the recruitment, separation and onboarding of the Commission's employees.
- A1. Functioning as a liaison between the assigned DOA HR recruitment specialist and the Commission's hiring supervisor, this position has primary responsibility for coordinating all phases of recruitments for limited term employees (LTEs) and interns, including interns through the Summer Affirmative Action Internship Program (SAAIP).
  - A2. Functioning as a liaison between the assigned DOA HR recruitment specialist and the Commission's hiring supervisor, assist the DBCS Division Administrator in all aspects of internal recruitments and transfers, including assisting supervisors with PD preparation; preparing recruitment and interview documents and binders, scheduling interviews, obtaining signatures for appointment letters and recruitment close-out for internal recruitments.
  - A3. Assists the Commission's liaison with recruiting of permanent and project classifications, including preparing interview binders, scheduling interviews, obtaining signatures for appointment letters, and recruitment closeout.
  - A4. Assists with the onboarding (New Employee Orientation or NEO) of all new staff, including coordinating/scheduling staff orientation appointments; determining coding, assembling, and sending information to DOA payroll; updating the Commission's Employee Information System (EIS) and Building Services database (BSD); and following up with employees to ensure completion of all paperwork.
    - (a) This position is responsible for training new staff on the PTA Web system and for conducting a NEO survey, including reporting results to the DBCS Division Administrator and following up as directed.
  - A5. Coordinate all aspects of the Separation Process, including notifying staff of upcoming separations; scheduling exit interviews; preparing, obtaining signatures, filing, and delivering CO acceptance letters; ordering and/or preparing retirement plaques; updating EIS and BSD. This position will provide back-up to the other Office Management Specialist for conducting exit interviews and checkout meetings with LTEs, including interns.
- 25% B. Maintenance of Commission personnel processes/transactions and records and ensure compliance with federal, state, and Commission policies and regulations.
- B1. Assist the Division Administrator in the management of annual compliance processes, such as federal Drug-free Workplace provisions of the Gas Pipeline Safety Program and Financial Disclosure requirements for the Commission, as well as assisting with the outside employment policy.
  - B2. Coordinate the process of updating Position Descriptions (PD) with assistance from DOA HR if needed, assisting supervisors with routine updates, and ensuring that PDs are returned (by Commission staff and/or DOA HR) and the PD process cycle is completed.
  - B3. Maintain HR related data, such as in the EIS and Bldg Services databases, the Commission's Org. Charts, and provide reporting services (running reports, saving to appropriate files and areas such as the intranet, and creating reports as necessary). Also, perform system maintenance as required (EIS, Bldg. Services).

- B4. Provide records management services, including scanning, filing, and disposition of human resource type information in on-site folders and sending necessary information to DOA HR/PR staff or other agencies as necessary. Such information includes managing the Commission's on-site PD repository, personnel files, DMC/DERA files, employee rosters.
- B5. Assist in maintaining and keeping intranet and bulletin board content fresh and up-to-date. Post and keep state and federal posters up-to-date (i.e., keep the Commission in compliance).
- B6. Coordinate the processing of probationary and annual reviews, maintaining a process that ensures supervisors complete probationary and annual reviews timely. This includes preparing and delivering probation end letters and ensuring that documents are properly filed.
- B7. Monitor hours of LTEs, including interns, and work with supervisors to determine end dates.
- B9. Coordinate and assist supervisors and DOA HR on classification reviews and surveys.
- B10. Monitor the status of and re-verify employment authorizations related to I-9s, ensuring that the Commission is compliant with procedures required by U.S. Department of Homeland Security
- B11. Assist in improving processes and maintain work instructions to aid others with back-up duties.

25% C. Provision of clerical support in the Human Resource and Fiscal Program Areas.

- C1. Disseminate information to staff, including track return of information when necessary, on routine processes such as vacation carryover and termination/sabbatical elections, annual update of staff emergency contacts, It's Your Choice enrollment.
- C2. Assist with staff training, such as preparing and communicating information about on-site events, tracking responses, reserving rooms, setting up and tearing down for events, etc.
- C3. Provide scanning and filing assistance to Fiscal staff.
- C4. Prepare letters for and assist the DBCS Division Administrator with clerical aspects of the DMC/DERA awards process.
- C5. Receive and stock inventory (a half-hour biweekly)

10% D. Provisions of other services and duties as needed or assigned.

- D1. Maintain and continue professional development, participating in training sessions, web-based training, and formal and informal educational programs to further develop skills, knowledge and techniques related to the position.
- D2. Examine current periodicals and publications to expand knowledge of new technology and trends in program and office management areas.
- D3. Provide occasional back-up to the third-floor receptionist, attending training as needed.
- D4. Participate on Commission committees.
- D5. Other work as assigned by Division Administrator

**KSAs (Knowledge, Skills, Abilities)**

1. Knowledge of the policies and procedures of the Commission and Division of Business & Communications Services
2. Knowledge of the Commission's data sources (e.g., EIS, Bldg Services database.).
3. Knowledge of terms and acronyms used by division staff, utilities, and associated industries.

4. Knowledge of civil service policies and procedures and Federal and State laws such as FLSA, ADEA, ADA, FMLA.
5. Extensive information processing skills using the Microsoft Office suite, including the desire to learn and become proficient in the use of agency specific software.
6. Skills in basic office functions such as copying, printing, filing, data entry and scanning, database creation and use, filing systems, and record maintenance systems.
7. Ability to learn new procedures/policies and follow through to assure correct implementation.
8. Ability to schedule workload to optimize productivity and meet deadlines.
9. Ability to communicate effectively, verbally and in writing, to convey information for the needs of the audience.
10. Ability to translate technical and statistical data into complex graphs or tables.
11. Ability to work productively with Commission staff members as well as external customers.
12. High organizational abilities.
13. Ability and desire to perform highly detailed tasks.
14. Ability to accurately proofread and edit documents.
15. Basic financial/mathematical skills.
16. Ability to work in a team environment toward common goals.
17. Ability to work with and maintain confidentiality of sensitive and confidential information.



18.