

2010-11

POSITION DESCRIPTION

TITLE: Secretary I – Print Shop

CLUSTER: Cluster 2E

QUALIFICATIONS: Typing, filing, data entry, word processing, calculator skills, duplicating/mail machine skills and telephone courtesy; High level of confidentiality; Effective oral and written expression; Proficient use of contemporary office equipment; Excellent organizational skills and abilities; Ability to understand and follow written instructions; Ability to sit and stand for long periods of time.

REPORTS TO: Printing Coordinator

LOCATION: Colonial Intermediate Unit 20 Central Office

JOB GOAL: To perform all functions necessary to support the Central Office duplicating and mail processing; assist the Director of Human Resources and Research Services to ensure effective and efficient office operations; be an integral part of the IU vision and mission.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Duplication Operations

Maintain and coordinate duplication services.

2. Mail/Small Parcel Processing

Maintain and coordinate U.S Mail, Courier Mail, IDS, and Parcel processing services. Deliver fax messages.

3. Departmental Responsibilities

Provide lobby coverage as outlined; assist in Graphic Arts Department .

4. Office Duties and Responsibilities

Ensure effective and efficient office operations by maintaining confidentiality; providing quality work; improve process efficiency; manage phone calls; maintain staff schedules; manage appointments; handle mail and correspondence; maintain file systems; complete and monitor duplication and lamination requests; maintain work area; participate in the work sharing process; assume additional responsibilities; attend office trainings, workshops, and conferences; extend courtesies to staff and visitors; follow IU polices and procedures; be an integral part of the Intermediate Unit's vision and mission by working as a team member, contributing to and achieving department goals, updating supervisor(s) and team members on potential opportunities.

5. ORGANIZATIONAL GOALS

Contributions are made in the workplace to achieve all of the Intermediate Unit's goals in support of the vision and mission of Colonial Intermediate Unit 20.

OTHER MAJOR DUTIES AND RESPONSIBILITIES:

Perform other job functions as directed by the Director of Human Resources and Research Services.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job related instructions and to perform any other job related duties requested by their supervisor.

TERM OF EMPLOYMENT:

1. Salary and work year to be established by the CIU 20 Board.

In accordance with state and federal law, reasonable accommodations will be considered upon employee request.

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Standards of Performance

The Secretary I – Human Resources will report to and be responsible to the Director of Human Resources and Research Services.

The standards of performance of this position are:

Essential Duties and Responsibilities

1. **Duplication Operations**
To maintain and coordinate duplication services. (50 points)
2. **Mail/Small Parcel Processing**
To maintain and coordinate U.S Mail, Courier Mail, IDS, and Parcel processing services. Deliver fax messages. (5 points)
3. **Departmental Responsibilities**
To provide lobby coverage as outlined; assist in Graphic Arts Department. (15 points)
4. **Office Duties and Responsibilities**
To ensure effective and efficient office operations by maintaining confidentiality; providing quality work; improve process efficiency; manage phone calls; maintain staff schedules; manage appointments; handle mail and correspondence; maintain file systems; complete and monitor duplication and lamination requests; maintain work area; participate in the work sharing process; assume additional responsibilities; attend office trainings, workshops, and conferences; extend courtesies to staff and visitors; follow IU policies and procedures; be an integral part of the Intermediate Unit's vision and mission by working as a team member, contributing to and achieving department goals, updating supervisor(s) and team members on potential opportunities. (20 points)
5. **Organizational Goals**
To ensure contributions are made in the workplace to achieve all of the Intermediate Unit's goals in support of the vision and mission of Colonial Intermediate Unit 20. (10 points)

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Standards of Performance
Essential Duties and Responsibilities
Duplication Operations

1. Satisfactory performance in respect to the Duplication Operations will be attained when:
 - 1.1 Duplication requests are prioritized daily and processed per the requested date.
 - 1.2 Duplication jobs are completed as requested in a neat and orderly fashion.
 - 1.3 Completed duplication jobs are delivered to the requestor as directed.
 - 1.4 Duplicating equipment is maintained and cared for on a daily basis and service calls are made immediately.
 - 1.5 Information regarding duplicating problems is immediately referred to the Management Assistant, Business Office & Staff Resources.
 - 1.6 Inventory of paper stock is maintained in the duplicating room.
 - 1.7 Training is coordinated for Central Office staff on the use of duplicating equipment.

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Standards of Performance
Essential Duties and Responsibilities
Mail/Small Parcel Processing

2. Satisfactory performance in respect to Mail/Small Parcel Processing will be attained when:
 - 2.1 All incoming U.S. Mail and IU courier mail is sorted and delivered on a daily basis.
 - 2.2 All outgoing U.S. Mail is collected and prepared with correct postage and placed for pick-up by the designated times.
 - 2.3 All special mailings, including United Parcel Service (UPS) are sent and proper procedures are followed for record keeping and assigning charges to appropriate budget accounts.
 - 2.4 A sufficient amount of funds are maintained in the postage meter account for addition to the postage machine through daily review of the postage meter log. Additional funds are added to the postage machine when the funding amount on the meter is low .
 - 2.5 Problems with incoming/outgoing U.S. Mail or parcel mail are reported to the Management Assistant, Business Office & Staff Resources.
 - 2.6 All library books are sent through UPS for the Interlibrary Delivery Service. The list of IDS participating libraries is kept updated with current additions and deletions. Back-up coverage is arranged for the daily processing of library books.
 - 2.7 Fax messages are delivered to reception area in a timely manner for distribution by the receptionist.

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Standards of Performance
Essential Duties and Responsibilities
Departmental Responsibilities

3. Satisfactory performance in respect to Departmental Responsibilities will be attained when:
 - 3.1 Backup lobby and switchboard coverage is provided in the absence of the Receptionist.
 - 3.2 Lobby and switchboard coverage is provided from 7:30 AM – 9:00 AM daily.
 - 3.3 Assistance is provided in the Graphic Arts Department as follows:
 - a. CIU20 staff lamination requests are filled weekly.
 - b. Completed lamination jobs are delivered to the requestor as directed.
 - c. District lamination jobs are laminated, trimmed and packaged for delivery.
 - d. Books, programs and directories are punched, spiral bound and packaged for delivery.
 - e. Brochures and programs are hand collated and stapled or spiral bound and packaged for delivery.
 - f. Folders are folded and pockets are inserted.
 - g. General department assistance is given as required by the Printing Coordinator.

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Standards of Performance
Essential Duties and Responsibilities
Office Duties and Responsibilities

4. Satisfactory performance in respect to Office Duties and Responsibilities will be attained when:
 - 4.1 Confidentiality in job-related matters is understood and never violated.
 - 4.2 Work quality and office efficiency are improved on an on-going basis by requesting and utilizing training in new office technology and techniques. All work is performed in a thorough, neat, accurate and timely manner.
 - 4.3 Telephone calls are courteously managed and accurate and appropriate information is taken and routed to staff.
 - 4.4 Staff schedules, appointments, interview schedules, meeting room reservations/requirements, conference requests and travel arrangements are handled as requested.
 - 4.5 Incoming mail and correspondence is picked up at least once in the morning and once in the afternoon and promptly opened, date stamped, and routed to staff on a daily basis. All mail is reviewed, and urgent and important items are immediately brought to the attention of the appropriate staff member.
 - 4.6 Correspondence and general files are maintained. Duplication and lamination requests are completed and monitored by appropriate timelines as requested.
 - 4.7 Maintenance of the work area is attended to through the care and maintenance of equipment and by keeping the office area in an orderly fashion whereby information can be retrieved.
 - 4.8 Assistance in the work sharing process is provided when requested and on a voluntary basis. Additional responsibilities are willingly assumed as recognized.
 - 4.9 All office trainings, meetings and conferences (internal and external) are attended as requested. CPETracker is utilized to enroll in and set-up functions and events as requested by staff. This includes class lists, registration and attendance.
 - 4.10 Courtesy and assistance is extended to all employees, visitors, meeting attendees, and appointments through positive and professional relationships.
 - 4.11 Intermediate Unit policies and procedures are followed.
 - 4.12 Intermediate Unit vision and mission are carried out by participation as a department team member in achieving department goals and advising of potential opportunities or problems.

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Standards of Performance
Essential Duties and Responsibilities
Office Duties and Responsibilities

5. Satisfactory performance in respect to organizational goals will be attained when:
 - 5.1 All core organizational values as identified for IU 20 are supported and demonstrated in interactions with staff and customers.
 - 5.2 A positive attitude is present in all verbal and nonverbal work interactions.
 - 5.3 Cross functioning among departments is supported through on-going collaborative work with staff in other departments and by demonstrating and fostering positive relationships with IU colleagues in other departments.
 - 5.4 Intradepartmental functioning is supported through on-going collaborative work with other Human Resources Department staff members by demonstrating and fostering positive relationships with each member of the department.
 - 5.5 A willingness and initiative to assume additional responsibilities when requested are exhibited.
 - 5.6 Supervision and suggestions for improvement are received and responded to in a positive manner.
 - 5.7 Due dates for projects and assignments are consistently met.
 - 5.8 Initiative is taken to update the immediate supervisor on an on-going weekly basis on progress, problems, and potential opportunities through submission of required work reports, meetings, and/or on-going verbal updates, e-mails, and written summaries.

