



COUNTY OF ERIE
POSITION ANNOUNCEMENT
AN EQUAL OPPORTUNITY EMPLOYER

POSTING DATE: APRIL 5, 2019

CLOSING DATE: APRIL 22, 2019

TITLE: OPERATIONS ASSISTANT

GRADE: AC116

DEPARTMENT: OPERATIONS

BARGAINING UNIT: AFSCME

ENTRY RATE: 12.01 HOURLY/ \$23,420.00 ANNUALLY HOURS PER WEEK 37.5

PROCEDURE TO APPLY: Please read the **County of Erie Job Application Procedures** before applying. Those wishing to apply for this position shall submit a County Employment Application and a Bid Form stating their qualifications to the Human Resources Department at the Erie County Court House, Room 501, Erie, PA 16501. Apply Monday - Friday, 8:30 am - 4:00 pm.

APPLICATIONS AND BID FORMS CAN BE DOWNLOADED FROM THE INTERNET BY GOING TO THE ERIE COUNTY WEB SITE AT www.eriecountypa.gov AND THEN CLICK ON JOB OPPORTUNITIES. COMPLETED FORMS CAN EITHER BE MAILED TO THE ABOVE ADDRESS OR FAXED TO 814-451-6484.

THE COUNTY OF ERIE IS AN EQUAL OPPORTUNITY EMPLOYER. MEN AND WOMEN OF ALL MINORITY AND NON-MINORITY GROUPS INCLUDING INDIVIDUALS WITH DISABILITIES ARE ENCOURAGED TO APPLY.

ALL NEW HIRES ARE SUBJECT TO A CRIMINAL BACKGROUND CHECK.

DEFINITION OF CLASS:

Under direction, this position requires the ability to operate a variety of software applications, machines, office equipment and to interact with other county employees in a courteous and efficient manner. This position is also responsible for highly responsible clerical work of considerable difficulty. May supervise small group of clerical employees when needed; assists supervisor when needed; and does other work as required.

DUTIES & RESPONSIBILITIES:

Types technical correspondence, reports, records, and forms for maintenance, operations and corresponding departments. Compiles and assembles data for reports. Consolidates, classifies, and checks records. Files correspondence and office records. Processes records. May write and answer correspondence. Types and records letters, reports, and memoranda. Designs layout and format of forms including running reports for the end of month bill back. May place long distance calls and make appointments. Prepares payroll, purchase requisitions, and insurance claims. Maintains and balances all of the County Facilities/Maintenance and Mail/Paper budgets and also responsible for all accounts payable for the County Facilities and Mail/Paper budget. Oversees the Track-It maintenance work orders, follows up with department head and/or supervisor. Duties also include ordering, receiving and distribution of paper supplies for County Departments, as well as processing invoices and keeping track of inventory. Interacts with vendors and deals with problems that may arise. Responsible for operating computerized mailing system and ensuring that the daily mail for County Departments is properly processed, sorted and dispatched on time. Abides by USPS codes, operations and postal regulations to ensure that the County mail conforms to postal regulations. Processes mail in the most economical manner. Keeps up to date with changes in postal regulations and assists County departments with postal inquiries as well as UPS and Federal Express shipping needs. Trains other County employees in various aspects of the day-today operations in mail

room. Assists in coordinating print jobs with County departments and preparation of print jobs including business cards and County directories. Create and maintain various types of directories. Assists supervisor with phone bills, replacing and troubleshooting phone problems and processes ticket to telecom vendor(s). Acts as a backup for changes to current voicemail system. Acts as switchboard operator in the event that the Auto Attendant would become disabled. Is responsible for making identification badges in DataCard software and giving access in the BIS (Building Integration Software). May assign, supervise, and check work of a small group of clerical employees. Distribution of job duties is at the discretion of your supervisor.

The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be considered as a detailed description of all the work requirements that may be inherent in the job.

KNOWLEDGE, SKILLS, & ABILITIES:

Strong computer skills and thorough knowledge of modern clerical methods. Outstanding skill in performing office duties. Thoroughness and accuracy. Ability to compile and assemble data for reports. Ability to deal successfully with the public and other County employees. Ability to operate on-line terminal or other types of complex office machinery. Ability to make arithmetical computations with speed and accuracy, and to correct written English with facility and clarity. Knowledge of spreadsheets and relational databases with particular reference to current version of Access and Excel; create, maintain and update database tables, forms and reports. Knowledge of Microsoft Office. Requires fast pace with attention to details.

MINIMUM REQUIREMENTS/QUALIFICATIONS:

High school graduate including courses in typing supplemented by three years of clerical experience or an equivalent combination of related training and experience. Computer training with specific knowledge of relational database tables and spreadsheets to design and create forms and reports in Access and Excel. Ability to type at least 60 words per minute. Sufficient knowledge of and recent experience in Word, Excel, Access, and Outlook computer software.

A computer skills assessment will be conducted to verify qualifications.