

CONTRACT USER GUIDE

STATE OF WISCONSIN
DEPARTMENT OF ADMINISTRATION
BUREAU OF PROCUREMENT

Contract 505ENT-M18-TEMPHELPSV-00
Non-IT Temporary Help Services
(for Assignments Twelve (12) Months or Less)
Effective July 1, 2017

End Date: 6/30/2020

7.0 Descriptions of Job Classifications

Administrative Assistant I

Positions perform simple administrative duties in support of a professional program area or areas. Positions require considerable knowledge of the program area(s) to enable the employee to work effectively and independently in a wide range of work situations under general supervision. Positions have a significant role and responsibility to make simple and independent judgments within the scope of their responsibility as a result of delegated authority. The work is governed by a variety of simple rules and regulations such as statutory language, administrative code or rules, policies, and/or procedures that are applied and seldom require analysis and interpretation.

Positions assigned to this allocation function independently in order to relieve program managers from administrative processes. Most positions have delegated authority for limited decision-making in the office management functions. Others make effective recommendations to program managers with overall responsibility for the program, with only certain functions delegated to the paraprofessional position. Positions in this allocation are either the sole responsible office management/administrative support position or are formally designated as leadworker by the program or management services supervisor in this office management position, if accompanied by one or more permanent administrative support positions.

Under general supervision, positions perform a combination of simple duties in support of critical administrative functions (communication, fiscal, human resources, staff and resource services, technology maintenance) for the majority of the time. Positions have the responsibility and designated role of relieving supervisory or professional staff of the burden of the overall administrative system and duties. Positions have clearly stated responsibility for the development/modification, monitoring, evaluation, and implementation of office management and administrative support procedures and policies. Positions in this allocation are regarded as the subject matter experts for simple office management activities and may provide recommendations to program supervisors/department chairs or have delegated authority for final approval of all procedures and policies within the work unit. Positions require a working knowledge of the program area. Positions serve as a liaison with administrative professionals within and outside of the agency/campus.

Administrative Assistant II

Positions perform complex administrative duties in support of a professional program area or areas. Positions require considerable knowledge of the program area(s) to enable the employee to work effectively and independently in a wide range of work situations under general supervision. Positions have a significant role and responsibility to make complex and independent judgments within the scope of their responsibility as a result of delegated authority. The work is governed by a variety of complex rules and regulations such as statutory language, administrative code or rules, policies, and/or procedures that are applied and often require analysis and interpretation. Positions frequently develop complex databases to maintain program information and prepare statistical data analysis or reports. Positions may, but are not required to, perform leadworker duties, including training, assigning and reviewing the work of other permanent employees.

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position or are formally designated as leadworker by the program or management services supervisor in this office management position, if accompanied by one or more permanent administrative support positions.

Under general supervision, positions perform a combination of complex duties in support of critical administrative functions (communication, fiscal, human resources, staff and resource services, technology maintenance) for the majority of the time. Positions have the responsibility and designated role of relieving supervisory or professional staff of the burden of the overall administrative system and duties. Positions have clearly stated responsibility for the development/modification, monitoring, evaluation, and implementation of office management and administrative support procedures and policies. Positions in this allocation are regarded as the subject matter experts for complex office management activities and may provide recommendations to program supervisors/department chairs or have delegated authority for final approval of all procedures and policies within the work unit. Positions require a working knowledge of the program area. Positions serve as a liaison with administrative professionals within and outside of the agency/campus.

An Administrative Assistant II is an Administrative Assistant I with at least two (2) years of experience.

Cashier

Performs duties as a Cashier in a cafeteria, book store or similar operations. Works under the direction of supervisory or administrative employee who assigns duties, observes tactfulness of communications and checks work for completeness and accuracy.

Duties:

- Handles cash and makes change
- Operates computerized register, coin counter, and calculator
- Balances cash at end of shift

Qualifications:

- Ability to count money and to make change
- Honesty
- Ability to operate computerized register coin counter, and calculator
- Knowledge of basic arithmetic to make change and to balance cash

Clerk I

This is basic clerical assistance support work performed under close supervision. Positions perform a limited variety of repetitive clerical tasks for a majority of the time that require little or no independent judgment or individual discretion. Positions are allocated to this classification when the level of independence, judgment, variety and repetitive nature of the tasks involved are not best described in another classification. Work may include duties of an uncomplicated nature such as making simple photocopies as requested, placing files in numerical order, stamping forms, collating materials, applying labels, stuffing envelopes, or erasing pencil markings from booklets.

Clerk II

This is routine office support work performed under close to general supervision. Positions are located within any size work unit in an agency or on a campus and must be familiar with the organizational

structure to complete tasks. They may be involved in work assignments with several interrelated operating units and may lead lower level classified staff, student workers or limited term employees. Positions perform a variety of basic office support tasks consistent with established office and agency policies and procedures with little or no ability to change the procedures. The activities are routine in nature and require little discretion as the work processes and routines are well defined and easily quantifiable.

Employees in this position perform any combination of the basic office functions described below, for a majority of the time.

Copying: operating a high volume copy machine; high volume copying; performing minor maintenance on a copy machine; or operating, maintaining, and performing preventive maintenance on bindery and copy machines; copying and/or preparing materials to be sent for copying or printing; assuring bills and/or copying account are processed appropriately, and distributing the copies as required.

Desktop Tasks: maintaining logs, attendance records, or simple databases; batching documents; calculating time cards; performing routine daily cash and/or check receipt audits; entering data and running reports from routine databases or programs (no writing queries, creating or modifying formats); logging and entering applications; etc. Interaction with the software or program is very limited. At times the user is prompted for information by the program. Programs may be specific to the State or agency.

File Maintenance: creating individual files and labels, drop filing, pulling files as requested; preparing records for the records center; establishing and maintaining a central file system, such as subject matter, alphabetical, or numerical files; maintaining database files; searching for documents as requested; pulling files for incoming correspondence; maintaining orderly storage of files; maintaining cross reference files; purging files; preparing records boxes for shipment to or retrieval from the State Records Center; making arrangements for pickup and delivery of records; maintaining record inventory logs; and reading requests for file information.

Forms: processing simple forms, reviewing program-related forms for completeness, answering routine questions, maintaining a database from completed form responses, or comparable.

Mail: opening, sorting and distributing mail, collating materials, or preparing for outgoing mail; date stamping and forwarding to appropriate staff; responding in writing to routine requests for information, including approved open record requests; coordinating outgoing mail and/or mass mailings; sending mail certified or with other special requirements; assuring correct postage is on outgoing mail; operating scale and postage meter; forwarding faxes to appropriate staff; and sending faxes as requested.

Scanning: preparing documents for scanning by checking for accuracy, readability and completeness, removing all paper clips, etc., and ensuring documents are not folded or torn; annotating each document with date and time of receipt and other necessary markings, ensuring attachments are indicated; determining document types and priorities for processing; preparing the scanner and scanning the documents while reviewing the image screen to ensure clarity; and performing quality control of the scanned documents and rescanning, if necessary.

Cook I

Under close to limited supervision, these positions perform quantity cooking in a food service program and perform related work as required. Positions at this level receive training in nutrition, cooking techniques, food safety and sanitation, may prepare food for special diets and may guide the work of students or other assistants. Individuals in these positions progress to the Cook II level when successfully trained and have demonstrated competence in quantity food production.

Cook II

Under general supervision, these positions perform quantity cooking in a food service program at an advanced, fully-trained level. These positions have full knowledge of food safety, quality and sanitation standards and are responsible for independently maintaining compliance with these standards. Positions guide the work of students or other assistants, and may prepare food for special diets.

There are three allocations for these positions:

- 1) Under general supervision in a large or major food service program, performs a full range of quantity food production, including entrees, soups, desserts, vegetables, salads, fruits, sauces, gravies, etc. May keep production records.
- 2) In a small food service program where there is no supervisory position devoted primarily to performing food service activities, and too few kitchen positions to justify a designated food production leadworker position, a position at this level functions independently to prepare and cook meals and snacks, plan menus, order food and supplies, and keep production records.
- 3) Leads assistants in food production in a specialized area, such as salads, or fruits and vegetables, etc., and must be designated as a substitute Cook, functioning regularly as such in a rotation with other Cooks, or on a regular and recurring basis as a substitute for Cook positions described in the first two allocations. This requirement of functioning regularly as a rotation or substitute Cook differentiates these positions from Food Service Assistant lead positions.

Custodian I

This is manual semi-skilled work associated directly with the performance of a variety of custodial tasks as identified in the examples of work performed below. This work will take place in a variety of state facilities including, but not limited to, office buildings, classrooms, healthcare facilities, student center buildings, correctional facilities, residence halls, dining facilities, and athletic facilities. Work is performed under general supervision.

Examples of work performed:

- Dust and clean desks, shelves, radiators, moldings, and windowsills.
- Spot mop spills and wipe spots off walls.
- Clean/wash ashtrays, chalk trays, and blackboards.
- Empty waste baskets and/or recycling bins.
- Dust mop and/or sweep floors, stairs, etc.
- Count, record, and change linens.
- Wet mop floors, halls, stairs, etc.
- Manually, or by machine, strip floor finish and apply new floor finish.
- Clean and disinfect bathroom sinks, toilets, fixtures, floors, showers, bathtubs, and walls.
- Operate a wide variety of cleaning equipment including vacuum cleaners, manual/riding scrubbers, and carpet shampoo equipment, such as rotary scrubbers and floor burnishers.
- Wash walls, windows, and ceilings.
- Move and set up furniture and equipment for office moves and/or special events.
- Perform limited ground maintenance functions such as trash pickup, snow removal, and salt application.
- Climb ladders and/or use lifts to replace light bulbs and clean light fixtures.
- Stock shelves and/or cleaning carts with needed supplies.

- Maintain swimming pools in addition to cleaning walls and floor surfaces of pool. Duties may include cleaning filters, monitoring and adding chemicals to maintain water quality, and operating underwater cleaning devices.
- Lock and unlock doors/buildings. May verify that lights and other appliances are off.
- Test fire alarms and report fire hazards and other emergencies to the appropriate staff, conduct visual inspection of safety equipment such as fire extinguishers.
- Prepare equipment and cleaning solutions for work.
- Operate building equipment such as bleachers, dividers, nets, etc. to support building activities.
- Clean and sanitize isolation rooms and/or cells.
- Perform other assigned work that may include tasks not specifically enumerated above of a similar kind and level.

Custodian II

This is lead-level custodial work. In addition to performing those custodial duties identified under the Custodian Classification, a Custodian Lead is responsible for guiding a crew of Custodians cleaning an assigned area of a state operated building on a given shift. Work is performed under general supervision.

Examples of work performed:

- Plan and assign tasks and assist a cleaning crew performing such duties as mopping and scrubbing floors, waxing and polishing floors and furniture, sweeping and cleaning walks and drives, operating elevators, dusting desks, cleaning ash trays, wiping spots off walls, and mopping spills.
- Make frequent rounds of the area checking the progress and quality of housekeeping services being performed.
- Make regular inspections of utilities, such as plumbing and heating and ventilating equipment. Report the need for repairs and replacements to the supervisor.
- Arrange furniture and equipment for conferences, dinners, and meetings held in the assigned area.
- Requisition and distribute custodial supplies and maintain control on the use of supplies.
- Instruct employees on the proper use of equipment and appropriate cleaning techniques.
- Collect employee's time records.
- Assist supervisor in developing, updating, and modifying training programs and materials.
- Perform other assigned work that may include tasks not specifically enumerated above of a similar kind and level.
- Fills in for custodial vacancies.
- Perform limited ground maintenance functions such as trash pickup, snow removal, and salt application.

Customer Service/Phone Intake Representative

This position may perform the following tasks:

- Answer incoming calls and make outbound calls.
- Assist customers with their inquiries.
- Communicate courteously with customers by telephone, e-mail or letter.
- Provide a high level of personalized customer service.
- Take notes of conversations with customers.
- Investigate and solve customer problems.
- Update databases with changes to the details and status of each customer.
- Produce written information for customers, often involving use of computer packages/software.
- Arrange the distribution of information to interested parties.

- Follow up calls with clerical duties, including composing e-mails, faxing and filling out paperwork.
- Keep accurate records of discussions or correspondence with customers.
- Meet with others to discuss possible improvements to customer service.
- Train staff to deliver a high standard of customer service.

Required Aptitudes, Knowledge, Skills, and Personal Characteristics:

- This position requires working knowledge of personal computers and ability to use personal computer based software systems, including keyboarding; working knowledge of and ability to perform basic mathematical calculations; excellent customer service skills; effective listening and communication skills; and ability to work in a seated position for long periods of time.

Facilities Repair Worker I

This is general buildings and grounds maintenance and repair work. Employees in this class: 1) perform a variety of maintenance and minor repair work at a small outlying facility such as an armory; or 2) function as helpers to craftsmen, or assistants to locksmiths, or mechanical repair personnel. Work is performed under the direct supervision of higher level maintenance personnel.

Examples of work performed:

- Assists in remodeling and improvement projects such as brick laying, wall construction, painting and staining.
- Assists in or performs repairs to windows, doors, screens, walls, and furniture.
- Performs preventive maintenance and minor repairs to boilers and other mechanical equipment.
- Performs grounds maintenance such as parking lot stripping, lawn mowing, landscaping, snow plowing, earth grading and tree and shrub trimming.
- Secures loose floor and wall tiles.
- Performs custodial duties.
- Other assigned work may include tasks not specifically enumerated above which are of a similar kind and level.

Required Aptitudes, Knowledge, Skills, and Personal Characteristics (*mandatory):

- *Inclination and aptitude to recognize and work with mechanical, physical and spatial relationships and concepts.
- *Knowledge of the proper uses of and techniques for using the common tools of building repair such as screwdrivers, hammers, saws, squares, rules, etc.
- Knowledge of proper methods of safely using and maintaining power equipment used in building repair such as drills, rotor hammers, sanders, saws, etc.
- Carefulness and alertness in operating equipment and performing physical operations – not accident prone.
- Reliability, sense of responsibility, and initiative to work productively for sustained periods without the presence of a supervisor.
- *Willingness to accept direction and supervision, to do things in the prescribed manner.
- Even-tempered; ability to remain composed and efficient without becoming upset or losing control in the face of frustrations or difficulties.
- Good work habits; well-disciplined and organized in approach to work, i.e., evidences proclivity to get on with jobs quickly rather than postponing minor repair tasks; plans job and lays out proper tools and equipment for efficient

accomplishment; uses tools in the correct manner.

- Helpful, cooperative attitude toward supervisor and co-workers.
- Interest and attitude to take pride in and gain satisfaction from doing high quality work and from doing a large amount of work in minimal time.

Two years of experience in general repair and maintenance of facilities in positions which required ongoing, continuous use of the techniques and tools used in repairing and maintaining wooden structures and structural components. An equivalent combination of training and experience may also be required.

NOTE: Successful completion of a training course in facilities repair and maintenance approved by the State Bureau of Personnel may be substituted for the two years of experience.

NOTE: If special skills or knowledge needed to maintain, repair, or fabricate particular types of facilities or equipment are essential to successful performance in a particular position, an option limited to that area of work may be established and up to two years of specialized experience may be required.

Facilities Repair Worker II

This is responsible buildings and grounds maintenance and repair work. Employees in this class are responsible for inspecting, maintaining and repairing floors, roofs, walls and ceilings including maintaining doors, windows, and screens. Employees in this class also inspect, maintain and repair grounds, including parking lots and sidewalks. Work may include occasional assignments in the mechanical maintenance of locksmith areas. Positions at this level differ from those at the 1 level by the complexity and variety of work assigned. Work at this level is performed under the general supervision of higher level maintenance personnel.

Examples of work performed:

- Assists in remodeling and improvement projects such as brick laying, wall construction, painting and staining.
- Builds forms, installs metal partitions and repairs furniture, shelves, bookcases, cabinets or desks.
- Makes and maintains signs, builds forms for pouring concrete and erects scaffolds.
- Repairs windows, screens and skylights.
- Removes and replaces floor boards and base boards.
- Performs grounds maintenance activities such as lawn mowing, landscaping, tree and shrub trimming or fence repair.
- Operates and maintains equipment such as sanders, hand and table saws, planers, and lawn mowers.
- Other assigned work may include tasks not specifically enumerated above which are of a similar kind and level.

Required Aptitudes, Knowledge, Skills, and Personal Characteristics (*mandatory):

- *Aptitude and inclination to recognize and work with mechanical, physical and spatial relationships and concepts.

- *Knowledge of the proper uses of and techniques for using the common tools of building repair such as screwdrivers, hammers, saws, squares, rules, etc.
- Knowledge of proper methods of safely using and maintaining power equipment used in building repair such as drills, rotor hammers, sanders, saws, etc.
- Carefulness and alertness in operating equipment and performing physical operations--not accident prone.
- Reliability, sense of responsibility, and initiative to work productively for sustained periods without the presence of a supervisor.
- *Willingness to accept direction and supervision, to do things in the prescribed manner.
- Even-tempered; ability to remain composed and efficient without becoming upset or losing control in the face of frustrations or difficulties.
- Good work habits; well-disciplined and organized in approach to work, i.e., evidences proclivity to get on with jobs quickly rather than postponing minor repair tasks; plans job and lays out proper tools and equipment for efficient accomplishment; uses tools in the correct manner.
- Helpful, cooperative attitude toward supervisor and co-workers.
- Interest and attitude to take pride in and gain satisfaction from doing high quality work and from doing a large amount of work in minimal time.

Two years of experience in increasingly difficult repair and maintenance of buildings and grounds facilities in positions which required ongoing, continuous use of the techniques and tools used in repairing and maintaining wooden structures and structural components. An equivalent combination of training and experience may also be required.

NOTE: If special skills or knowledge needed to maintain, repair, or fabricate particular types of facilities or equipment are essential to successful performance in a particular position, an option limited to that area of work may be established and up to two years of specialized experience may be required.

Facilities Repair Worker III

This is responsible buildings and grounds maintenance and repair work. Employees in this class perform a variety of inspections, adjustments and repairs to buildings and grounds and make minor repairs to mechanical equipment. Positions at this level also function as a member of a concrete crew. Work is performed under the general supervision of higher level maintenance personnel.

Examples of work performed:

- Prepares surfaces for painting and paints walls and segments of other interior and exterior surfaces.
- Prepares rough woodwork as required in the alteration, repair and maintenance of buildings and equipment.
- Builds forms and pours and finishes concrete floors, foundations, steps, retaining sidewalks and curbs.
- Operates welding and cutting equipment.
- Inspects, maintains and repairs parking lots.
- Maintains and repairs screens and glass windows.
Repairs tile walls and floors.

- Other assigned work may include tasks not specifically enumerated above which are of a similar kind and level.

Required Aptitudes, Knowledge, Skills, and Personal Characteristics:

- *Aptitude and inclination to recognize and work with mechanical, physical and spatial relationships and concepts.
- *Knowledge of the proper uses of and techniques for using the common tools of building repair such as screwdrivers, hammers, saws, squares, rules, etc.
- Knowledge of proper methods of safely using and maintaining power equipment used in building repair such as drills, rotor hammers, sanders, saws, etc.
- *Knowledge of diverse methods and techniques used in performing a variety of complex building repair and remodeling work.
- *Knowledge of the properties and characteristics of various types of wood and other materials used in building and grounds facilities.
- Carefulness and alertness in operating equipment and performing physical operations—not accident prone.
- Reliability, sense of responsibility, and initiative to work productively for sustained periods without the presence of a supervisor.
- *Willingness to accept direction and supervision, to do things in the prescribed manner.
- Even-tempered; ability to remain composed and efficient without becoming upset or losing control in the face of frustrations or difficulties.
- Good work habits; well-disciplined and organized in approach to work, i.e., evidences proclivity to get on with jobs quickly rather than postponing minor repair tasks; plans job and lays out proper tools and equipment for efficient accomplishment; uses tools in the correct manner.
- Helpful, cooperative attitude toward supervisor and co-workers.
- Interest and attitude to take pride in and gain satisfaction from doing high quality work and from doing a large amount of work in minimal time.

Three years of experience in repair and maintenance of buildings and grounds facilities in positions which required ongoing, continuous use of the techniques and tools used in repairing and maintaining wooden structures and structural components. At least one year of the experience must have involved a variety of complex and difficult repair or construction work on a variety of areas in the remodeling or repair of buildings structures and structural components; or in such other area of specialization as may be appropriate for a specific position. An equivalent combination of training and experience may also be required.

NOTE: If special skills or knowledge needed to maintain, repair, or fabricate particular types of facilities, substances or equipment are essential to successful performance in a particular position, an option limited to that area of work may be established and up to three years of specialized experience may be required.

Fiscal Clerk I

General Description of Duties: Performs support staff work for a Financial Specialist, Accountant, Auditor, or Budget Analyst.

Examples of duties:

- Audits and processes vouchers and invoices against existing control documents.
- Posts/enters financial data into manual or automated financial management systems.
- Mails vouchers with checks.
- Processes payroll documents.
- Encodes checks.
- Issues petty check reimbursements.
- Reads and understands written instructions.

Qualifications:

- Ability to perform work with numeric data with a high degree of accuracy.
- Ability to perform repetitive work.
- Knowledge of basic accounting and auditing methods pertaining to accounts payable and accounts receivable.
- Ability to assemble documents in accord with established procedures.
- Ability to maintain accurate records.

Fiscal Clerk II

General Description of Duties: Paraprofessional work handling auditing and accounting transactions. Works under supervision of a Financial Systems Manager, Auditor, or Accountant.

Examples of duties:

- Pre-audits and processes invoices, travel advance and reimbursement requests, contingency vouchers, or other standard financial transactions.
- Maintains accounts payable and accounts receivable or other financial transaction records on automated systems.
- Gathers information for reports.
- Responsible for one or more cost center.
- Coordinates batch posting of non-payroll transactions.
- Oversees posting preparation and error detection and correction.
- Maintains files and records.

Qualifications:

- Knowledge of standard financial policies and procedures.
- Ability to perform work with high degree of accuracy.
- Ability to assemble documents in accord with established procedures.
- Ability to use computers for word processing, database, and spreadsheets and to use voice mail.
- Ability to prepare basic financial reports.

Food Service Worker I

This level has two allocations:

- 1) Under close to limited supervision, these positions assist with quality food production, perform breakfast or grill cooking, interpret diet cards to serve standard and modified meals on tray lines and in serveries, provide cafeteria or retail food service, perform cashier duties, and perform related sanitation work. Positions learn equipment, work processes and nutrition, food safety and sanitation standards.
- 2) This allocation is an objective level for positions performing heavy manual labor in support of a food service program. Under close to general supervision, these positions perform heavy loading, unloading and transport of food carts between kitchen and serveries areas, distribute and rotate stock, perform set-up and take-down of food service equipment and tables and chairs, clean food carts and heavy pots and pans, wash dishes and perform any other sanitation duties as needed. Positions are responsible for working in compliance with food safety and sanitation standards.

NOTE: This position may require long periods of standing. Work may involve exposure to high temperatures; outdoor work means exposure to a spectrum of temperatures and working conditions.

Food Service Worker II

This level has two allocations:

- 1) Under general supervision, these positions assist with quality food production, perform breakfast or grill cooking, interpret diet cards to serve standard and modified meals on tray lines and in serveries, provide cafeteria or retail food service, perform cashier duties, and perform related sanitation work. Positions may be required to perform heavy manual duties such as those identified at the second allocation of the Food Service Assistant I level for less than a majority of the time. At this level, employees are fully trained in work responsibilities, activities, and equipment operation and are responsible for working in compliance with food safety and sanitation standards.
- 2) Under general supervision, these positions perform on an on-going basis a combination of heavy manual labor duties as identified in the second allocation at the first level of this series and the food production and distribution duties described in the first allocation at the first level of this series. Positions are responsible for working in compliance with food safety and sanitation standards.

NOTE: This position may require long periods of standing. Work may involve exposure to high temperatures; outdoor work means exposure to a spectrum of temperatures and working conditions.

Laborer

This is semi-skilled manual labor work. Positions allocated to this classification operate a variety of equipment and motor vehicles, assist in landscaping, assist in snow removal, and serve on a special events crew. Work is performed under general supervision.

Examples of work performed:

- Cut grass using power mower and hand tools.
- Plant, trim, and care for trees and shrubs.
- Fertilize, rake, seed, and water lawns.
- Collect and dispose of trash and/or recyclable material.
- Move furniture and assemble new furniture.
- Load, unload, and store supplies such as food, paper, and laundry.
- Move chairs, tables, desks, sofas, appliances, etc., using a hand truck and motor vehicle.
- Perform snow removal functions including operating trucks, tractors, and front-end loaders, and shoveling snow.
- Prepare land for seeding and planting, using hand tools and machine implements.
- Operate chain saws in clearing land and pruning trees.
- Operate snow blower, rotary broom, and salt spreader.
- Operate backhoe in digging trenches.
- Perform preventative maintenance to motorized vehicles such as maintaining proper fluid levels.
- Operates electric vehicles within tunnel systems (a.k.a. "tuggers", "pushers", etc.).
- Use and operate a variety of motor vehicle equipment.
- Assemble and take down equipment, bleachers, platforms, or staging for special events such as graduations, assemblies, concerts, etc.
- Perform maintenance or repairs on cleaning equipment.

Maintenance Mechanic I

This is general mechanical maintenance and repair work of a routine and relatively non-complex nature. Employees in this class: 1) inspect, maintain and repair specialized equipment, e.g., food service, swimming pools, water softeners, mailing machines, eye wash stations, fire prevention equipment, door closers and fans. In addition this position may be responsible for maintaining all equipment in the Camp Randall Sports Center; or 2) assist in performing general mechanical maintenance and repairs as an area mechanic within an assigned property with responsibility for monitoring, cleaning and maintaining basic electrical motors, appliances and equipment such as heating, ventilating, refrigeration and one-room air conditioning units; or 3) perform preventive maintenance in an assigned area involving utility and environmental control systems, plumbing systems, electrical systems and providing assistance to higher level maintenance personnel and/or building trades craftworkers. Work is typically performed under the limited direction of higher level maintenance personnel.

Examples of work performed:

- Perform routine preventive maintenance and assist making minor repairs to HVAC systems and including their associated controls (e.g., thermostats).
- Repair water heaters.
- Monitor controls for heating and ventilating equipment.
- Maintain and repair door closers and related hardware.
- Clean, lubricate and repair swimming pool filters and pumps.
Clean or replace filters for heating and ventilating equipment.

- Repair kitchen appliances.
- Lubricate mechanical equipment such as motor generators, air compressors, steam pumps and vacuum pumps and change belts.
- Regenerate water softeners and replace filters.
- Clean, maintain, adjust and repair a variety of mechanical, automated and electronic mailroom equipment.
- Inspect and test emergency shower and eye wash stations in laboratories.
- Inspect, test and maintain fire extinguishers, fire prevention equipment (e.g., fire hoses, standpipes, etc.)
- Perform preventive and required maintenance on exercise equipment (e.g., exercise bikes, rowing machines, ice skates) and mechanical machinery (e.g., Zamboni, ice edger, floor sweepers).

Maintenance Mechanic II

This is advanced level mechanical maintenance and repair work. Employees in this class operate, maintain and make repairs on electrical, plumbing, heating, refrigeration, air conditioning and other mechanical systems and apparatus commonly used in office and institutional buildings and building complexes. There are five general allocation patterns for this level: 1) General Maintenance—employees who repair, maintain and install electrical and electronic, plumbing and various other types of mechanical and related equipment associated with elevators, water systems, kitchen and food service, health care and commercial laundry. In addition, employees perform one or a combination of the following two tasks: operate, service and maintain high pressure boilers and all related equipment; and/or perform preventive maintenance, make repairs and perform minor installations to HVAC equipment. This may include performing technical maintenance a portion of the time and operating all computerized building systems to help identify mechanical malfunctions.

Examples of work performed:

- Inspect, repair and maintain commercial HVAC equipment including boilers, chillers and their control units.
- Maintains and repairs refrigeration and fuel storage units, including pumps and valves.
- Inspect, repair and maintain pumps, sludge rakes, chlorinators and sewage disposal equipment and their controls.
- Install and repair air conditioners and climate control devices.
- Monitor computerized environmental control center making adjustments as needed and/or dispatching other mechanics, building trades or other professionals as required.
- Maintain and replace electrical units such as motors switches and outlets.
- Rebuild pumps and compressors.
- Install and repair kitchen, laundry equipment and appliances.
- Repair, enclose, encapsulate or remove asbestos-containing material.
- Function as a leadworker to other maintenance mechanics.
- Requisition supplies and recommend equipment for purchase.
- Inspect, maintain and repair wells, pumps and water pressure and distribution systems.

Program Assistant I

This is routine office support work performed under close to general supervision. Positions are located within any size work unit in an agency or on a campus and must be familiar with the organizational structure to complete tasks. They may be involved in work assignments with several interrelated operating

units and may lead lower level classified staff, student workers or limited term employees. Positions perform a variety of basic office support tasks consistent with established office and agency policies and procedures with little or no ability to change the procedures. The activities are routine in nature and require little discretion as the work processes and routines are well defined and easily quantifiable.

Employees in this position perform any combination of the basic office functions described below, for a majority of the time.

Copying: operating a high volume copy machine; high volume copying; performing minor maintenance on a copy machine; or operating, maintaining, and performing preventive maintenance on bindery and copy machines; copying and/or preparing materials to be sent for copying or printing; assuring bills and/or copying account are processed appropriately, and distributing the copies as required.

Desktop Tasks: maintaining logs, attendance records, or simple databases; batching documents; calculating time cards; performing routine daily cash and/or check receipt audits; entering data and running reports from routine databases or programs (no writing queries, creating or modifying formats); logging and entering applications; etc. Interaction with the software or program is very limited. At times the user is prompted for information by the program. Programs may be specific to the State or agency.

File Maintenance: creating individual files and labels, drop filing, pulling files as requested; preparing records for the records center; establishing and maintaining a central file system, such as subject matter, alphabetical, or numerical files; maintaining database files; searching for documents as requested; pulling files for incoming correspondence; maintaining orderly storage of files; maintaining cross reference files; purging files; preparing records boxes for shipment to or retrieval from the State Records Center; making arrangements for pickup and delivery of records; maintaining record inventory logs; and reading requests for file information.

Fleet: keeping track of fleet vehicles; assigning state vehicles to staff; determining availability, explaining other options available; assuring the timely maintenance of cars; requesting a fleet vehicle; and processing related paperwork.

Forms: processing simple forms, reviewing program-related forms for completeness, answering routine questions, maintaining a database from completed form responses, or comparable.

Lead Work: training, assisting, guiding, instructing and assigning and reviewing the work of two or more permanent employees in the work unit and may lead students and LTEs. Note: Competition is required for first time permanent assignment of leadworker duties to any position.

Mail: opening, sorting and distributing mail, collating materials, or preparing for outgoing mail; date stamping and forwarding to appropriate staff; responding in writing to routine requests for information, including approved open record requests; coordinating outgoing mail and/or mass mailings; sending mail certified or with other special requirements; assuring correct postage is on outgoing mail; operating scale and postage meter; forwarding faxes to appropriate staff; and sending faxes as requested.

Meetings: preparing and distributing meeting minutes; preparing materials for distribution at meetings; updating staff at meetings regarding new processes or procedures for administrative functions; setting up audiovisual equipment for meetings; maintaining official files of the committee correspondence and meetings; assisting in organizing workshops and in-service meetings; developing handouts, agendas, and other material as requested; scheduling facilities and rooms; and making catering arrangements as necessary.

Miscellaneous: making service calls; acting as cashier in a state operated parking facility; ordering routine supplies and/or maintaining inventories; identifying the source for and ordering special supplies.

Reception: taking messages; screening and directing incoming calls to the appropriate individual or business area; providing routine information and responding to routine inquiries; performing switchboard and/or paging duties; screening, receiving, logging in, and directing visitors; assigning security and parking; arranging for escorted building access; and accepting special deliveries.

Scanning: preparing documents for scanning by checking for accuracy, readability and completeness, removing all paper clips, etc., and ensuring documents are not folded or torn; annotating each document with date and time of receipt and other necessary markings, ensuring attachments are indicated; determining document types and priorities for processing; preparing the scanner and scanning the documents while reviewing the image screen to ensure clarity; and performing quality control of the scanned documents and rescanning, if necessary.

Scheduling: scheduling rooms, people, appointments, classes, or campus visits; scheduling meetings between public and staff; scheduling multiple staff and rooms for meetings; and maintaining schedule calendars for staff.

Tracking: developing simple reports, or tracking specific information; maintaining a procedure for assigning and tracking internal issues and projects; updating related databases as needed; preparing simple reports from databases; assuring the information submitted is complete; maintaining a complaint log, and assuring responses are completed timely.

Travel: assisting staff with travel arrangements by car, rail or air; making hotel accommodations; using the internet to find travel information and/or to make reservations; assuring requests are completed appropriately and submitted to appropriate office; and assuring payment of travel has occurred. Positions may monitor monthly travel vouchers and vehicle mileage logs submitted by staff for accuracy and completeness.

Program Assistant II

This is complex office support work performed under close/limited to general supervision. The majority of duties performed at this level must include any combination of complex program-related functions or complex administrative functions as defined below. Positions may also function as leadworker to other staff within the work unit. The duties assigned to positions at this level require analytical or independent reasoning and are more complex than those performed within the Office Associate classification. The consequence of error is greater than that of the work described at lower levels. Personal contact with employees, supervisors and the general public is common. Performance of the tasks requires extensive contact with operating units within and outside the agency or campus and occasionally between agencies or campuses. Working relationships are maintained with professional program staff and administration staff such as Accountants, Budget and Policy Analysts, Auditors, Purchasing Agents, etc.

Complex program-related support functions require applied knowledge of program policies and procedures rather than general office practices. Positions often have to apply the complex administrative functions described below in program areas, where there may be unique clientele, employees, and program-specific procedures. Positions review program-related documents to determine if they meet minimum program requirement(s) or criteria such as reviewing, approving and processing applications for permits, licenses, certifications, etc.; reviewing documents for compliance with standards before submission for the next step in the process;

coordinating scheduling/due dates to meet compliance standards for contract submission; and analyzing documents and compiling program-specific data.

Positions search systems (databases) for historical information; function as vendor liaison on program-specific software, supplies or services; record contacts with public/applicants/constituents; and enter program data into appropriate databases and manipulate it for desired reports. Positions develop and maintain tracking systems and projects; respond to program-specific questions; request identification as required; and determine and collect required program fees. Positions establish and maintain case files; maintain electronic records of all program information, such as inspection reports, license requests, etc.; enter appropriate codes and information; and ensure files are complete.

Communication: logging and tracking requests for information from constituents, the Governor, legislators or other high ranking campus officials; determining the required response date, appropriate staff assignment, and appropriate signature; assuring timely completion; and reviewing the response for established standards. Duties may include receiving and or making calls to public or private offices to receive, provide, or exchange program information.

Fiscal: auditing expense vouchers, completing appropriate forms for money/checks received, submitting required documentation to the agency or campus budget office, reconciling budget items for general service expenditures; providing accounting support; monitoring and reviewing fiscal reports and invoices/vouchers; entering information into the automated purchasing or procurement system; implementing appropriate action and payment mechanisms; auditing monthly records of office's assigned credit or procurement card; completing and submitting fiscal vouchers to the agency/campus budget office.

Human Resources/Payroll: verifying leave types and balances, informing staff of employee benefit options and programs; documenting and processing information regarding work-related accidents and injuries, and Workers compensation reports; providing human resources liaison support for Family Medical Leave Act, memorial fund, leaves of absence, agency database updates, and other programs; referring unanswered employee-related questions to the appropriate point of contact such as human resources or employee benefits administrators; completing personnel transactions on forms or on-line; assisting with new employee orientation activities; and coordinating and monitoring the employment interview process.

Lead Work: training, assisting, guiding, instructing and assigning and reviewing the work of two or more permanent employees in the work unit. Note: Competition is required for first time permanent assignment of leadworker duties.

Purchasing: maintaining inventory levels; corresponding with vendors to verify items and prices; preparing reports for purchasing agents; using automated inventory and purchasing system; and providing guidance to staff on procurement policies and procedures.

Staff and Resource Services: supporting the physical environment and resources of the unit; coordinating an office move; providing general telecommunications support; participating in space management activities, including expediting systems/furniture requests; procurement of equipment and office supplies; responding to requests and complaints from program staff regarding work environment conditions (temperature, lights, sound, parking, safety, etc.); and acting as the liaison with service vendors and contractors/maintenance staff.

Technology Maintenance: acting as the liaison between staff and information systems staff, provide hardware/software support to users of various applications; updating and publishing specific web pages; converting files for web pages; using complex desktop publishing and graphics software; using multiple on-line databases; entering specific data into complex computer databases; writing queries; assuring back up of all files and deleting files when they are no longer required; initiating and creating tables in Microsoft Access or other comparable programs and linking to tables to provide staff with various reports and information; training staff on hardware and software packages; functioning as a resource person regarding laptop/automation

questions and problems; downloading files onto laptops, including software such as MS Office, virus scan, Outlook applications, etc.; instructing staff on the use and application of forms; and attending meetings, workshops, team meetings and training sessions regarding hardware and software.

Program Assistant III

Positions perform complex administrative duties in support of a professional program area or areas. Positions require considerable knowledge of the program area(s) to enable the employee to work effectively and independently in a wide range of work situations under general supervision. Positions have a significant role and responsibility to make complex and independent judgments within the scope of their responsibility as a result of delegated authority. The work is governed by a variety of complex rules and regulations such as statutory language, administrative code or rules, policies, and/or procedures that are applied and often require analysis and interpretation. Positions frequently develop complex databases to maintain program information and prepare statistical data analysis or reports. Positions may, but are not required to, perform leadworker duties, including training, assigning and reviewing the work of other permanent employees.

Under general supervision, positions perform a combination of complex, unit specific program duties in support of a professional program area(s) for the majority of the time. Positions relieve supervisors or program specialists of the less complex professional tasks. Decisions usually result in approval or denial of a request in the program area and may have impact across program lines. Positions serve as a liaison with other State Agencies, federal government, local units of government, courts and law enforcement agencies, other states, the general public, or the private sector to obtain, provide, or exchange complex information. Positions provide support in program compliance activities; perform quality assurance reviews within the program area, identify deficiencies, and provide feedback as necessary to effectively recommend changes in the policies and procedures of the program area.

Receptionist I

This is routine office support work performed under close to general supervision. Positions are located within any size work unit in an agency or on a campus and must be familiar with the organizational structure to complete tasks. They may be involved in work assignments with several interrelated operating units and may lead lower level classified staff, student workers or limited term employees. Positions perform a variety of basic office support tasks consistent with established office and agency policies and procedures with little or no ability to change the procedures. The activities are routine in nature and require little discretion as the work processes and routines are well defined and easily quantifiable.

Reception: providing routine information and responding to routine inquiries; screening, receiving, logging in, and directing visitors.

Receptionist II

This is routine office support work performed under limited supervision. Positions are located within any size work unit in an agency or on a campus and must be familiar with the organizational structure to complete tasks. They may be involved in work assignments with several interrelated operating units and may lead lower level classified staff, student workers or limited term employees. Positions perform a variety of basic office support tasks consistent with established office and agency policies and procedures with little or no ability to change the procedures. The activities are routine in nature and require little discretion as the work processes and routines are well defined and easily quantifiable.

Reception: taking messages; screening and directing incoming calls to the appropriate individual or business area; providing routine information and responding to routine inquiries; performing switchboard and/or paging duties; screening, receiving, logging in, and directing visitors; assigning security and parking; arranging for escorted building access; and accepting special deliveries.

Stock Clerk

This is responsible manual and clerical work in a stockroom, warehouse, dock area or storage yard which involves receiving, loading and unloading, shelving, storing, filling orders, packaging and preparing materials for shipment, or issuing supplies, merchandise, foodstuffs, clothing, documents, publications, informational and instructional materials, manuals, forms, laboratory supplies, equipment, tools or other materials, and maintaining related records. Positions may pick up or deliver supplies or materials as needed to maintain an efficient operation. Positions may be responsible for a stockroom with limited quantities of stock and may replenish supplies by requisitioning from one of the State of Wisconsin's central supply operations in accordance with established procedures and conditions. Specific work assignments may be made by superiors but routine daily activities are carried out under limited supervision.

Examples of work performed:

- Receive shipments of materials.
- Load and unload shipments.
- Examine and check incoming goods for damage or shortages.
- Check bills of lading for accuracy.
- File claims for short or damaged shipments.
- Mark or code items, manually or using computerized equipment; generate price tags.
- Receive orders by mail, phone or over the counter; if required, enter sales into cash register.
- Answer phone and assist customers.
- Pick or gather materials to fill order or requisition; collate or arrange in sequence if necessary.
- Pack or prepare materials for delivery or shipping via scheduled/non-scheduled courier or freight services such as United Parcel Service (UPS), Federal Express, Dunham Express, Airborne Express, etc. This may include packing, wrapping, weighing, determining method of shipment, and affixing postage.
- Maintain, complete and process required reports or records, such as inventory records, sales records, hazardous materials manifests, and postal or shipping charge records or UPS logs by using computerized equipment or manually.
- Transport packages to appropriate area for pick-up or delivery.
- Shelf or store goods received, using proper storage methods which consider factors such as shelf life, stock rotation, temperature control, hazardous nature, etc.
- Issue or distribute non-expendable tools, equipment or supplies; maintain distribution records.
- Reshelve returned merchandise or supplies.
- Conduct physical inventories.
- Assist in the initiation or preparation of requisitions to replenish stock.
- Operate pallet jack, forklifts or other equipment; drive truck.
- Perform preventative maintenance on equipment or arrange for service.
- Maintain security of facility.
- Dispose of hazardous waste material, using safe and proper procedures.
- Sort, pick up or deliver supplies and materials.
- May assist with training and directing other staff, student or inmate help.
- May perform housekeeping or janitorial tasks to maintain cleanliness of supply area or stock room.

Executive Staff Assistant

This is paraprofessional work related to the provision of assistance to a department secretary, deputy secretary, executive assistant, commissioner, other head of an agency, division administrator, or deputy division administrator, etc. Positions allocated to this classification perform any combination of the following duties and responsibilities under the general supervision of an executive-level position or an administrative support supervisor.

Examples of work performed:

- Conduct research on sensitive issues and prepare special reports, briefing papers, and recommendations to the department secretary regarding department policies, programs, and procedures.
- Analyze legislative bills for potential impact on agency programs.
- Independently respond to questions and inquiries from internal and external sources concerning departmental activities.
- Authoritatively represent the Secretary's Office in meetings and contacts with other executives internal and external to the department, departmental committees, and other groups regarding departmental policies, programs, and procedures.
- Function as a liaison between the agency's executive office and the Governor's Office, the Legislature, other State Agencies, the media, and the public.
- Provide input into and assist in the development of the biennial budget, and implement and monitor the annual operating budget for the office or division.
- Screen and evaluate correspondence and reports, bringing important and urgent matters to the attention of the supervisor.
- Independently compose, review, approve, edit, and, as needed, sign outgoing correspondence on behalf of the agency executive.
- Schedule meetings and prepare agenda.
- Make travel arrangements.

Positions may perform office management duties, such as personnel, payroll, fiscal, purchasing, space management, facilities management, telecommunications, or training coordination, but such duties would not represent a majority of the time.

Executive Staff Secretary

This is responsible work related to the provision of secretarial services to department secretaries, deputy secretaries, executive assistants, commissioners, other heads of agencies, division administrators, or deputy division administrators, etc. Positions allocated to this classification perform any combination of the following duties and responsibilities under the general supervision of executive-level staff or an Executive Staff Assistant Supervisor:

- Screen and evaluate correspondence and reports addressed to executive-level staff, bringing important and urgent matters to her/his attention.
- Oversee the preparation of agenda and materials for meetings with other executives, managers, committees, or public groups.
- Coordinate and maintain the executive's calendar, scheduling appointments as needed.
- Effectively recommend action regarding sensitive and confidential correspondence and reports.
- Independently respond to or coordinate a response to administrative or policy matters on a timely basis.
- Independently compose, review, approve, edit, and, as needed, sign outgoing correspondence on behalf of executive-level staff.
- Oversee and provide guidance and assistance to professional staff responsible for producing correspondence.
- Provide input into and assist in the development of the biennial budget, and implement and monitor the annual operating budget for the office or division.
- Maintain a system for assigning and tracking the progress and completion of correspondence assigned to other staff.
- Maintain a system for tracking legislation affecting the division.
- Make travel arrangements.
- Represent the executive in meetings.

Positions may perform office management duties, such as personnel, payroll, fiscal, purchasing, space management, facilities management, telecommunications, or training coordination, but such duties would not represent a majority of the time.

Program Assistant-Confidential

This is confidential support work of moderate difficulty providing program support assistance to supervisory, professional, or administrative staff. Positions allocated to this classification are assigned a specific, defined program or a significant segment of a program, and perform tasks which may be similar to those performed by clerical/administrative support staff but are differentiated by the degree of programmatic involvement and accountability. The degree of programmatic involvement and accountability is measured by the variety, scope, and complexity of the program area; the complexity of problem solving; the level of independence of action and accountability; the degree of personal or procedural control over program activities; the consequence of error when making decisions; and the level of administrative and coordinative responsibilities. Work is performed under general supervision. Examples of work performed include, but are not limited to:

- Serve as acknowledged expert, who resolves the most difficult problems of a complex clerical/administrative nature.
- Perform most intricate clerical/administrative operations, processing documents and performing other clerical/administrative operations where comprehensive knowledge of legislation or organization is required.
- Gather and organize information into summary reports.
- Maintain department or program schedule.
- Develop and revise operating procedures affecting the immediate work unit.
- Compose and type correspondence requiring knowledge of departmental operations and regulations, which may not be reviewed by a superior.
- Counsel and assist the public when applying for services provided by the program assigned, and may interview applicants to determine eligibility for program benefits and/or services.
- Schedule department facilities usage.
- Maintain inventory and related records and/or reports and orders supplies.
- Conduct special projects.
- Maintain liaison between various groups, both public and private.
- Prepare budget estimates, plans office operations, control bookkeeping functions and handle personnel transactions.
- Correspond with various outside vendors or agencies to procure goods or information for program operation.
- Screen and/or review publications.
- Make arrangements for meetings and maintain agendas and reports.
- Maintain extensive contact with other operating units within the department, between departments, or with the general public in a coordinative or informative capacity on a variety of matters.
- Prepare information materials and publications for unit involved, and arrange for distribution of completed items.
- Prepare reports, project data, budget information, mailing lists, record-keeping policies and procedures, training programs, and schedules, and generally oversee operations.
- Develop and/or revise selected policies and procedures affecting the administration of the program.
- Answer questions regarding the program or division via telephone, correspondence or face-to-face contact.
- Maintain files of program-related data, set up schedules, and perform any related clerical/administrative support functions necessary to the operation of the program.

Financial Specialist-Confidential

This is responsible work related to the performance of accounting, bookkeeping, and auditing duties of routine or limited complexity. Positions allocated to this classification do not require extensive knowledge of accounting or auditing theory, in order to perform the assigned duties. Work is performed under general supervision.

Examples of work performed include, but are not limited to:

- Audit, analyze, code and process for payment invoices against purchase orders, contracts, state employee travel vouchers, nonstate employee reimbursement claims, direct payments, general services billings, correction transfer vouchers and other specialized invoices.
- Prepare batch entries and reconcile daily fiscal input to the agency's automated fiscal system.
- Function as an organization's cashier by receiving checks and cash, and coding and preparing receipt documents.
- Coordinate an agency's time distribution reporting system.
- Audit and summarize receipt and refund of disbursement data.
- Coordinate posting of revenue data for an organization's automated accounting control system.
- Verify input and batch totals of posted entries, adjust report totals if necessary, and distribute final reports to another higher level of processing.
- Receive, document and deposit monies received; prepare and process refunds and adjustments.
- Maintain subsidiary files on the organization's manual or automated accounting system.
- Review, analyze and negotiate an adjusted settlement on disputed invoices.
- Maintain manual or automated accounts receivable and accounts payable data.
- Track checks from the State Treasury to verify voucher payments.
- Maintain encumbrance balances as payments are made.
- Compile financial data for monthly journal entries and producing financial reports.
- Reconcile subsidiary records to control accounts. Reconcile portions of agency records to State Finance or State Treasury balances. Initiate corrective action when discrepancies occur.
- Participate in quarterly and year-end reconciliation activities.
- Collect, analyze and prepare billings, including accounting for revenue received through deposits.
- Audit for approval requisitions for the purchase of goods and services.
- Reconcile documents on a periodic basis to accounting reports; perform a quality assurance review; and prepare federal reports to receive reimbursement.
- Review payments from petty cash/contingent fund to ensure that proper authorization has been obtained and the request is in compliance with fund policies; issue and distribute checks.
- Develop and maintain microcomputer spread sheets for defined applications related to assigned tasks.
- Assist auditors in preparing working papers, schedules, tables, graphs and other exhibits for interim and final audit reports.
- Assist auditors in summarizing transactions of State Agencies, governmental units, businesses or individuals.
- Interpret relevant fiscal handbooks/preaudit guidelines, exercising good judgment in applying rules in the auditing of transactions.
- Statistically sample fiscal transactions using generally accepted sampling methodologies.
- Prepare periodic internal/external management schedules/reports.
- Audit transactions to insure that payments are processed in the proper fiscal year in accordance with budgetary/statutory intent.
- Schedule payments in accordance with vendor terms and the Prompt Payment Law.
- Enforce court ordered wage assignments and garnishment withholding on state employee paychecks.
- Monitor and administer charge-backs of internal service fund type operational costs as distributions to organizational cost centers.
- Exercise a working knowledge of banking practices and regulations, monitor balances and administer nonstate Treasury checking accounts such as revolving disbursement accounts, change funds, special accounts, etc.
- Develop and maintain frequent (daily) contact with various levels of users regarding information on the financial system, identifying problems and corrections, and advising and training on its utilization. Contacts are both internal and with the public.