

**OFFICE OF THE SECRETARY OF STATE
DEPARTMENT OF PERSONNEL**

OPERATIONS ASSOCIATE

Position Code: K6605

DISTINGUISHING FEATURES OF THE CLASS:

Under direction, uses some subject-matter knowledge and judgment to complete assignments consisting of numerous steps that vary in nature and sequence. Resolves problems by selecting from alternative methods or adapting/interpreting substantive guides, manuals or procedures; refers unsolvable problems to supervisor. This level is required to also make decisions about the adequacy and content of transactions handled in addition to following proper procedures.

ILLUSTRATIVE EXAMPLES OF WORK:

Typical duties include, but are not limited to, a combination of functions defined in the lower levels of this series AND such functions as:

1. Prepares and maintains wide variety of specialized records and reports; devises and compiles new forms;
2. Reviews and verifies statistical and other reports for accuracy, completeness and compliance with departmental regulations and procedures;
3. Collects and compiles information and data to assist with administrative matters; confers with department staff to develop methods to improve processing/control of documents/records;
4. Researches, responds to and corrects or adjusts inquiries, complaints or other concerns (by phone, in person or by correspondence); provides information concerning services or clarifies processes and procedures; determines needs and makes routine operational decisions to assure compliance and ensure responses are clear and concise;
5. May serve as lead worker for lower level clerks; exercises responsibility for assigning and reviewing work to ensure established methods and procedures are maintained;
6. Operates and performs routine maintenance of a variety of office machines (CRT, telephone, fax, personal computer, etc.);
7. May perform other routine work such as typing or operating a keyboard controlled data entry device for a limited percentage of time;
8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

OPERATIONS ASSOCIATE (Continued)

DESIRABLE REQUIREMENTS:

Education and Experience:

Requires knowledge, skill and mental development equivalent to completion of high school and one year of related office experience as would be gained as an Operations Assistant.

Knowledge, Skills and Abilities:

Requires ability to follow oral and/or written instructions.

Requires extensive knowledge of office practices, procedures and programs.

Requires elementary knowledge of Department programs, policies and regulations.

Requires working knowledge of basic mathematics.

Requires extensive knowledge of composition, grammar, spelling and punctuation.

Requires ability to operate commonly used office equipment and perform routine maintenance.

Approved by the Secretary of State Merit Commission - March 12, 1996.

Effective - April 1, 1996.

EXAMINATION INFORMATION

Test and Weights: Written Test, 100%

Knowledge Tested: Name and Number Checking
 Written Instructions
 Office Methods and Procedures
 Alpha/Numeric Filing
 Arithmetic
 Grammar, Punctuation
 Spelling
 Programs, Policies and Procedures

Length of Eligibility: 1 year