

Youngstown State University Classified Classification Plan

The University shall establish, modify or repeal, by rule, a job classification plan for all positions, offices and employments in the classified civil service. The University shall assign a classification title and pay range to each classification within the classification plan. The University shall assign a numbering system for the classification process.

Classification titles are assigned to each classification within the classification plan. The University shall describe the duties and responsibilities of the class, establish the qualifications for being employed in each position in the class, and file with the state a copy of specifications for all of the classifications. The University shall file new, additional, or revised specifications with the state.

The following are the classifications that the University shall assign all positions within the classified service.

SERIES PURPOSE:

The purpose of the Clerk 1 occupation is to support administrators &/or professionals by performing clerical tasks to ensure delivery of products or services of work unit on a day-to-day basis. The levels of the series are distinguished by the complexity of the task, the number of variables involved, the specialization of procedures & the amount of independence exercised by the incumbent.

CLASS CONCEPT:

The class works under general supervision & requires working knowledge of clerical systems & procedures in order to perform general clerical tasks involving several variables (i.e., incumbents are free to make some work procedural decisions which do not contravene policies).

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Performs general clerical tasks (i.e., incumbents are free to make some work procedural decisions which do not contravene policies) (e.g., processes financial &/or budgetary statements, purchase orders &/or billings; logs, checks &/or computes totals &/or makes changes in filed data by adding, adjusting &/or deleting materials; researches files for data or information requested; makes corrections to filed data; logs & codes data; maintains files by purging, consolidating or creating files; provides preliminary contact with public; provides information; completes routine forms; maintains accurate records).

Performs basic clerical tasks (e.g., picks up, opens, stamps, sorts, distributes &/or sends out mail; does copy work; counts, alphabetizes, separates, collates, codes, sorts & distributes materials; photocopies; greets visitors, answers telephone, takes messages &/or refers calls).

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of University regulations, policies & procedures*; addition, subtraction, multiplication & division; office practices & procedures; public relations. Skill in use of calculator &/or adding machine. Ability to deal with problems involving several variables within familiar context; read, copy & record figures; read short sentences with concrete vocabulary; copy records precisely without error; arrange items in numerical or alphabetical order; sort items into categories according to established methods; code items from one symbolic form

to another; check pairs of items that are similar or dissimilar; sort mail; assess questions & provide appropriate information or referral; cooperate with co-workers on group projects.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED; minimum of one (1) year experience in office practices & procedures & public relations.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Not applicable

SERIES PURPOSE:

The purpose of the Clerk 2 occupation is to support administrators &/or professionals by performing clerical tasks to ensure delivery of product or service of work unit on a day-to-day basis.

The levels of the series are distinguished by the complexity of the task, the number of variables involved, the specialization of procedures & the amount of independence exercised by the incumbent.

CLASS CONCEPT:

The class works under general supervision & requires working knowledge of clerical systems & procedures in order to perform general clerical tasks involving several variables (i.e., incumbents are free to make some work procedural decisions which do not contravene policies).

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Performs general clerical tasks (i.e., incumbents are free to make some work procedural decisions which do not contravene policies) (e.g., processes financial &/or budgetary statements, purchase orders &/or billings; logs, checks &/or computes totals &/or makes changes in filed data by adding, adjusting &/or deleting materials; researches files for data or information requested; makes corrections to filed data; logs & codes data; maintains files by purging, consolidating or creating files; provides preliminary contact with public; provides information; completes routine forms; maintains accurate records).

Performs basic clerical tasks (e.g., picks up, opens, stamps, sorts, distributes &/or sends out mail; does copy work; counts, alphabetizes, separates, collates, codes, sorts & distributes materials; photocopies; greets visitors, answers telephone, takes messages &/or refers calls).

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of University regulations, policies & procedures*; addition, subtraction, multiplication & division; office practices & procedures; public relations. Skill in use of calculator &/or adding machine. Ability to deal with problems involving several variables within familiar context; read, copy & record figures; read short sentences with concrete vocabulary;

copy records precisely without error; arrange items in numerical or alphabetical order; sort items into categories according to established methods; code items from one symbolic form to another; check pairs of items that are similar or dissimilar; sort mail; assess questions & provide appropriate information or referral; cooperate with co-workers on group projects.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED; minimum of two (2) years' experience in office practices & procedures & public relations.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Not applicable



Residence Hall Monitor

Class Code:
12211- U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Residence Hall Monitor occupation is to oversee the entrances of a residence hall.

CLASS CONCEPT:

The class works under general supervision, assists in the enforcement of residence hall policies, specifically the guest policy, which requires frequent & meaningful interactions with students. Works in collaboration with the Housing Coordinator in customer service & front desk services. Performs basic desk duties, key inventories & works on special projects as assigned.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Monitors access & egress of students, faculty, staff, & visitors to campus facilities.

Responds to individuals requiring assistance in a friendly, professional manner.

Enforces & ensures that access & guest policies & procedures are being followed.

Supports & maintains a residence hall environment of meaningful connections for students.

Compiles & submits reports in a timely manner.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge & experience in report writing; proficient keyboarding skills; ability to easily learn & utilize new software; excellent interpersonal & communication skills, including the ability to project a professional, friendly demeanor to students, faculty, staff, & visitors; demonstrated history of dependability & punctuality at work; ability to implement policies & procedures in an efficient manner; demonstrated service orientation; flexibility in work schedule; ability to multi-task; must be able to respond to supervision in a positive manner.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High school diploma or GED; minimum of one (1) year of customer service experience; proficient with MS Office software (Word, Excel, PowerPoint, etc.).

PREFERRED CLASS QUALIFICATIONS FOR EMPLOYMENT:

Minimum of two (2) years of college.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Not applicable



Data Security Analyst

Class Code:
12381-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Data Security Analyst occupation is to install, upgrade, test & maintain network equipment & related software, computers & infrastructure devices. Incumbents plan & implement systems to assure security of data processing equipment & data. Monitors operations of data processing division to provide security.

CLASS CONCEPT:

The class works under general supervision & requires considerable knowledge of computer science & computer systems in order to install, upgrade, test & maintain network equipment & related software, computers & infrastructure devices.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Installs, upgrades, tests, & maintains network equipment & related software, computers, & infrastructure devices. Investigates & analyzes security events related to campus networks & servers. Initiates independent actions to alert management & supervisor of "events of concern" as appropriate.

Installs & maintains security management devices, software, & controls. Participates in IT security efforts, including disaster recovery planning & testing. Establishes configuration guidelines in association with supervisor & the university IT Security practices/policies & implements as appropriate. Prepares & maintains documentation of configurations, system processes, & audit trails of security events.

Works closely with University community to discuss & resolve problems, establish future directions, & promote IT best practices. Works with independent contractors, consultants, & supervisor on issues related to IT projects.

Assists team in planning & system administration duties. Keeps abreast of new technology.

Attends training classes as required. Communicates changes/events to team members, affected IT staff, & end-users. Performs other duties & works on special projects as assigned.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of computer science; data processing equipment, programs & operations; security equipment; office practices & procedures; public relations. Skill in operation of computer terminal & peripheral equipment (i.e. printers, modems). Ability to define problems, collect data, establish facts & draw valid conclusions.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED; minimum of one (1) year experience in data processing &/or computer program/system implementation.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Not applicable



Data Systems Coordinator

Class Code:
12391- U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Data Systems Coordinator occupation is to coordinate & monitor office automation projects. Incumbents coordinate & monitor implementation, development, installation &/or maintenance of computer hardware/software systems.

CLASS CONCEPT:

The class works under general supervision & requires considerable knowledge of electronic data processing/ computer science &/or mainframe application programs in order to coordinate & monitor implementation, development, installation &/or maintenance of computer hardware/software systems.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Coordinates & monitors implementation, development, installation &/or maintenance of computer hardware &/or software systems (e.g., multiple terminal network) in department &/or University.

Provides information to programmers &/or systems analysts for software development or problem-solving &/or develops mainframe applications, acts as liaison for computer section with other agency staff &/or outside users via in-person meetings, written correspondence & telephone, provides technical assistance to system users & assists in developing procedures for optimum system utilization.

Trains users in computer program &/or equipment use; conducts seminars &/or workshops; answers user inquiries & assists users in resolving problems; contacts &/or meets with vendors regarding hardware/software products or problems.

Oversees production of &/or produces computer reports; writes & updates user manuals; schedules & submits production jobs; assigns security passwords to users; operates peripheral computer equipment (e.g., printers, modems, bursters, disk & tape drives) &/or backs up computer files on central processing unit; enters, edits, updates &/or verifies computer data; evaluates hardware/software needs & recommends purchase; evaluates & monitors data required for change requests to data base; installs, configures & troubleshoots computers; coordinates telephone network system activities; coordinates acquisition activities.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of electronic data processing/computer science; computer &/or application programs; computer hardware systems. Skill in operation of computer terminal & peripheral equipment (e.g., printers, modems, bursters, disk & tape drives). Ability to define problems, collect data, establish facts & draw valid conclusions. Ability to communicate orally & in writing with users regarding technical & non-technical matters; interpret variety of technical computer material.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Associate degree in electronic data processing, computer science or a related field; Or minimum of one (1) year experience in computer hardware/software systems &/or operation of computer terminal & peripheral equipment (e.g., printers, modems, bursters, disk & tape drives).

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Work involves operation of computer terminal for long periods of time; overtime may be required.



Records Technician

Class Code:
12442-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Records Technician occupation is to file/maintain academic records of all students & to perform search & retrieval of filed index records & associated microfilm &/or imaged documents. Incumbents may function as lead workers over other records technicians &/or student employees, operate computerized mass storage system(s), & produce microfilm &/or imaged documents. Assignments may include relieving superior of routine administrative duties & provide input into the development of new procedures & programs.

CLASS CONCEPT:

The class works under general supervision & requires thorough knowledge of computerized mass storage system(s) for filing, retrieving & microfilming/imaging index records in order to serve students & act as lead worker over other records technicians &/or student employees.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Maintains computerized & manual records associated with student academic records. Operates computerized mass storage system designed for rapid retrieval of documents & produces microfilm/imaged records.

Researches & analyzes materials & data dealing with student academic history. Creates various reports customized to the Records office. Identifies discrepancies in academic records, determines course of action for corrections/adjustments as needed.

Responds to inquiries regarding permanent record, determines & resolves discrepancies.

Provides services to students, other University personnel, etc. requesting academic records; performs record searches for hard copy or microfilmed/imaged academic records; pulls records data & retrieves microfilmed/imaged data. Verifies requests to update on-line record according to university policy.

Provides advice & counsel to students in problem solving situations & regarding readmission, such as selection & eligibility of majors, advisement, registration procedures, & of various campus services available. Determines eligibility & residency for readmission of former students. Creates correspondence to readmitted students regarding advisement, registration, reinstatement procedures.

Determines eligibility & awards CLEP & AP credit from reports received from testing centers. Notifies students of credit received. Tracks same. Updates CLEP/AP information on YSU Records Department webpage.

Acts as liaison among students, parents, faculty & staff regarding University policy & procedures, regarding academic history.

Provides enrollment & degree verification to outside agencies according to office, University & federal policy, (FERPA – Family Rights & Privacy Act). Creates documents for various tracking purposes for degree verification, credit by exam, transcripts request notes, correspondence for readmitted students. Oversees audit requests requiring admissions & records information (e.g., OBOR, Federal, Internal & external audits).

Acts as lead worker (i.e., provides work direction & training) over other records technicians &/or student employees.

May relieve Associate Director of Records of routine administrative duties related to records issues/requests. In absence of supervisor, determines exceptions to Records policy on a case by case basis. Makes proposals to Associate Director of Records, etc. regarding procedures & policies pertaining to student academic history. Coordinates with other Department chairs in the facilitation of Records Department projects.

May attend meetings on behalf of Associate Director of Records.

May oversee & monitor work of student employees, including scheduling student employee work hours & assigning & monitoring workflow. May interview & hire new student employees & prepare student employee job descriptions & related documentation. May track allocated student budget as needed & directed by supervisor.

Assists in preparation of diplomas for distribution to colleges. Prepares files for microfilming/imaging.

As needed, assumes staffing duties at Registration Area.

May instruct others on computer programs (e.g., BDMS, Banner Self Service, & Internet Native Banner) as needed.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of employee training & development*; office practices & procedures*; departmental policies & procedures*; department goals & objectives*; public relations*; records management. Skill in operation of computerized mass filing & storage equipment*; operation of reproduction & related equipment (e.g., document camera, microfilm, microfiche, photocopier); operation of programs (e.g., BDMS, Banner Self Service, & Internet Native Banner Records)*; typing; data entry; word processing; computer operation; use of modern office equipment. Ability to deal with problems involving several variables within familiar context; complete routine forms; prepare routine correspondence; prepare accurate documentation; compile & prepare reports (e.g., generate reports from computer system); write routine office records following standard procedures; communicate effectively; train or instruct others; maintain records according to established procedures; answer routine telephone inquiries; develop & maintain effective working relationships; move quickly & effectively from one task to another; stand, sit or bend continuously; move limbs/fingers easily to perform manual functions repeatedly.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED; minimum of one (1) year training or experience in the operation of computerized mass filing & storage equipment, public relations &/or office practices & procedures.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Not applicable



Office Assistant

Class Code:
12512- U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Office Assistant occupation is to perform a variety of clerical & typing tasks in order to provide general office work in support of an organizational unit.

Clerical positions that do require typing less than 20% of the time are classified in the Clerk series. Positions performing administrative duties along with clerical duties are classified in the Secretary series.

CLASS CONCEPT:

The class works under general supervision & requires considerable knowledge of clerical procedures & typewriting format & procedures in order to provide full range of general office work & produce routine typed materials (i.e., documents requiring formatting & correction of punctuation & grammar).

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Prepares routine typed copy from notes or written or dictaphone material (e.g., reports, articles, correspondence) & proofs & corrects work.

Performs clerical tasks (e.g., sends out mail; receives & distributes mail; receives & logs in material & maintains records; provides basic information to inquirer; answers telephone; orders supplies).

Performs others related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of general office practices & procedures; University specific office practices & procedures*; addition & subtraction. Skill in typing; transcription*. Ability to carry out detailed but basic written or oral instructions; deal with problems involving few variables within familiar context; read, copy & record figures; answer routine inquiries from public; transcribe dictation; sort mail & arrange items in numerical or alphabetical order; proofread material, recognize errors & make corrections.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED; minimum of one (1) year experience in typing & general office practices & procedures.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Confined to work area for long periods of time.



Secretary

Class Code:
12551-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Secretary occupation is to perform a variety of clerical, procedural & administrative tasks as principal clerical & administrative support position for supervisor &/or office staff. Incumbents provide general secretarial assistance through routine administrative tasks &/or provide secretarial assistance requiring training in technical terminology &/or serve as lead worker over office support staff (i.e. students, interns, graduate assistants).

CLASS CONCEPT:

The class works under general supervision & requires considerable knowledge of clerical functions & office procedures in order to provide general secretarial assistance by performing routine administrative tasks &/or to provide secretarial assistance in technical environment by performing routine administrative tasks &/or to act as lead worker over office support staff (i.e. students, interns, graduate assistants) & provide secretarial assistance through routine administrative tasks (i.e. independently provides explanation, orally &/or in writing, of services or activities of assigned area but does not include formulating interpretation of policies & procedures as they would apply in given situation).

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Provides secretarial assistance through routine administrative tasks (i.e. independently provides explanation, orally &/or in writing of services or activities of assigned area, but does not include formulating interpretation of policies & procedures as they would apply in given situation). Duties may include but are not limited to preparing drafts & may sign simple correspondence; researches responses to inquiries; compiles data; prepares reports; gathers statistics & may compile in report form; performs research & writes reports to present straightforward information; sets up office procedures; coordinates daily work flow of office; revises content of manuals & notebooks; requisitions equipment & supplies through either purchasing agent or direct contact with established vendors; screens problems & obtains files & records to support same for referral & may resolve only those which do not involve interpretation or judgment of applicability of policies & procedures.

Serves as lead worker over office support staff (i.e. students, interns, graduate assistants) by coordinating work activities & participating in training & evaluation on a daily basis.

Produces typed copy, to include formatting or assisting in formatting, from standard or confidential written, dictated or oral instructions & proofreads work; prepares correspondence &/or reports.

Performs other clerical duties, which may include but are not limited to the following: maintains files; receives, opens, logs, & distributes incoming mail; answers phone & screens calls; greets & directs visitors; maintains inventory of general office supplies & places orders as necessary; prepares materials for mailing; prepares payroll reports &/or timesheets; maintains calendar & schedules meetings; makes travel arrangements for supervisor & department staff; takes & transcribes dictation &/or minutes of meetings).

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of administrative practices & procedures; general office practices & procedures; English grammar & composition; arithmetic that includes addition, subtraction, multiplication & division; department-specific office practices & procedures*. Skill in operation of personal computer, office equipment & software applications (e.g. calculators, copier, fax, Microsoft Office, Internet navigation); Ability to deal with problems involving several variables within familiar context; apply principles to solve practical, everyday problems; interpret instructions in written or oral form; write routine business letters following standards procedures*; complete routine forms or records; make appointments; arrange items in numerical or alphabetical order; assess questions & provide appropriate information or referral.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED; minimum of one (1) year experience in performing secretarial duties & general office procedures. Strong typing & computer skills; knowledge of Microsoft Office (Word, Excel) & database capabilities. Good communication skills, organizational skills, & attention to detail.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Not applicable



Legal Secretary

Class Code:
12561-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Legal Secretary occupation is to perform secretarial & legal assistance in the Office of the General Counsel. It is distinguished from the class of Executive Secretary & Administrative Assistants in that the work is specialized & requires knowledge of the preparation & processing requirements of legal documents, legal terminology, civil procedures & discovery, sources of law & the court system.

CLASS CONCEPT:

The class works under general supervision & requires knowledge of administrative policies & procedures, legal terminology, legal forms & documents, legal practices & procedures, litigation, basic real estate terminology & transactions; clerical & secretarial procedures in order to provide secretarial & non-routine administrative support (i.e., independently formulates decisions &/or judgments involving non-legal interpretation of policies & procedures as they would apply to given situation to resolve problems, to prepare correspondence &/or reports or to carry out other assignments).

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Receives & screen visitors & telephone calls; responds to inquiries on a variety of matters such as the status of pending cases, contracts, appeal procedures, arbitrations & other legal proceedings, etc.

Schedules & arranges meetings & conferences & notifies interested parties.; arranges travel;

Operates personal computer to produce legal documents & correspondence;

May take or transcribe legal dictation, minutes of meetings, & taped records of conferences;

Proofreads & corrects prepared materials for correct grammar, spelling, punctuation, format & content;

Inputs, retrieves, updates & deletes information using computerized databases;

Sorts, opens, logs, & distributes incoming mail to staff, attaches incoming correspondence to case file & related materials needed for action;

Composes routine letters & memoranda & prepares reports;

Establishes & maintains office files, logs, indices, legal references, etc.;

Determines need for & requisitions supplies, equipment & repair & maintenance services;

Operates standard office equipment such as calculators, duplicating machines, etc.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of legal practices & procedures, legal terminology, English grammar & composition; administrative practices & procedures*; office policies & procedures; clerical & secretarial procedures, computer software, university policies & procedures (*); departmental regulations, policies & procedures*. Skill to operate dictation/transcription equipment; typewriter &/or word processing equipment. Ability to deal with problems involving several variables in somewhat unfamiliar context; write routine business letters, evaluations & records; gather, collate & classify information about data, people, or things; move fingers easily to perform manual functions; assess questions & provide appropriate information or referral; apply instructions & /or guidelines as appropriate in the performance of duties; answer inquiries from employees, officials & the public.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of Bachelor degree or minimum of three (3) years training or experience in clerical & administrative support & general office procedures. Strong typing & computer skills including word processing, spreadsheets, & database capabilities required. Good communication skills, organizational skills, & attention to detail required.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Not applicable



Mail Clerk/ Messenger

Class Code:
12731- U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Mail Clerk/ Messenger occupation is to process incoming & outgoing U.S. & inter-office mail. Incumbents sort & deliver mail &/or operate equipment.

CLASS CONCEPT:

The class works under immediate supervision & requires working knowledge of University & federal postal regulations & procedures & skill in operation of mail postage equipment in order to open, sort, time stamp & deliver incoming &/or outgoing mail.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Operates postage machines (e.g., postage scale, meter machine, inserter, opener) to process incoming &/or outgoing mail (e.g., sorts date & time stamps; opens; bundles; addresses; completes required documentation associated with special mail handling such as certified return receipts or receipts for insurance; ensures prompt handling of time sensitive documents that could have impact on revenue collection or legal notifications or delivery of checks or warrants) & delivers to appropriate office &/or picks up mail, parcels &/or messages.

Loads & unloads trucks &/or distributes contents to various offices/sections; prepares UPS or express letters or packages; maintains records of postage used &/or volume of mail; stuffs envelopes; inventories &/or distributes supplies; labels, folds &/or staples materials; photocopies materials; delivers &/or picks up documents, packages & materials; makes service calls &/or assists in repair &/or maintenance of machines.

Answers inquiries from other employees & general public regarding U.S. Postal regulations; explains postal procedures & requirements for insured, certified, foreign & other postal options; explains differences in postal rates & classes of mail (e.g., 1st class, 4th class, flat mail, presort); tracks lost or misdirected mail for University staff.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of University & federal postal regulations & procedures*. Skill in operation of postage equipment. Ability to sort items into categories according to established methods; understand mail room procedures; add, subtract multiply & divide whole numbers; read common English vocabulary; complete routine forms or records; answer routine inquiries from co-workers & general public.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED; minimum of one (1) year experience in office policies & procedures & customer service; valid driver's license in order to operate University vehicle to pick up or deliver mail.

PREFERRED CLASS QUALIFICATIONS FOR EMPLOYMENT:

Experience operating postage equipment.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

PHYSICAL REQUIREMENTS: Stand, walk or bend continuously; lift up to 40 lbs.

UNUSUAL WORKING CONDITIONS: May be exposed to loud or constant noise from postage machines; may be required to work outside, exposed to weather,



Storekeeper

Class Code:
14742-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Storekeeper occupation is to receive & distribute stock & supplies to University personnel. Incumbents receive & distribute supplies & may serve as lead worker (i.e. provides work direction & training) to other lower level Storekeepers in a variety of warehouse activities.

CLASS CONCEPT:

The class works under direction & requires considerable knowledge of inventory control & University warehouse procedures in order to lead team of employees in receiving, inspecting, storing & distributing stock & supplies or in operating equipment.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Serves as lead worker (i.e., provides work direction & training) in receiving, inspecting, storing & distributing stock, supplies &/or equipment &/or in operating equipment & recommends changes in & enforces warehouse procedures.

Maintains inventory & orders supplies &/or equipment; receives, inspects, stores & distributes items; completes & maintains shipping, receiving & inventory records; prepares or oversees preparation of requisition orders; operates equipment & maintains equipment.

Unloads trucks; operates forklift &/or other equipment to move & store stock or equipment.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of employee training & development*; OSHA &/or other safety standards & practices applicable to warehouse operations; University warehouse procedures*; University purchasing & requisition warehouse procedures*; inventory control; addition, subtraction, multiplication, division, fractions, percentages. Skill in operation of equipment (e.g., forklift)*. Ability to recognize unusual or threatening conditions (e.g., chemical storage) & take appropriate action; sort items into categories according to established methods.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED; minimum of one (1) year experience in inventory control & warehouse operations. Experience in OSHA &/or other safety standards & practices applicable to warehouse operations.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

PHYSICAL REQUIREMENTS: Lift up to 60 lbs. of stock or equipment repeatedly.

UNUSUAL WORKING CONDITIONS: Exposed to all weather conditions.



Cashier

Class Code:
16112-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Cashier occupation is to receive money from & keep records of financial transactions. Incumbents receive money, make change & keep records.

CLASS CONCEPT:

The class works under immediate supervision & requires some knowledge of arithmetic & record keeping in order to receive money, operate computer workstation & cash drawer, make change & keep records of financial transactions.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Receives money from sales, payments of fees & other financial transactions, operates computer & cash drawer, makes change, processes checks & maintains daily records of all transactions.

Answers telephone to provide information to public; writes receipts; answers correspondence; maintains documents & files.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of addition, subtraction, multiplication, division, fractions, decimals. Skill in operation of computer & ability to maintain a cash drawer. Ability to carry out simple instructions; read, copy & record figures; answer routine telephone inquiries from public.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High school diploma or GED; minimum of one (1) year experience performing cash handling duties; strong organizational & customer services skills; basic computer skills

PREFERRED CLASS QUALIFICATIONS FOR EMPLOYMENT:

Experience in banking, reconciliation, Banner/Touchnet & general office procedures.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Limited hours throughout the semesters.



Account Clerk 1

Class Code:
16511- U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Account Clerk occupation is to provide clerical support associated with accounting functions that prepare, process & maintain accounting records & summarize business or financial transactions.

CLASS CONCEPT:

The class works under immediate supervision & requires some knowledge of clerical accounting support systems & procedures in order to post entries to ledgers & journals & process accounting documents.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Posts a variety of accounting transactions to ledgers, journals or cash books manually, electronically or mechanically (e.g., posting or accounting machine or data entry into computer) & makes necessary mathematical computations for posting & maintenance of records.

Reviews, codes & processes invoices, receipts, vouchers or other accounting documents (e.g., checks for mathematical accuracy, appropriate signatures, correct identification numbers & pertinent dates; checks &/or assigns appropriate program/activity codes; separates colored copies of accounting documents, sorts alphabetically, by date or by document title).

Files cards, invoices & vouchers; types & proofreads correspondence, statements & forms; orders & distributes office supplies; answers telephone inquiries; sorts & disperses mail; performs variety of clerical tasks related to account clerk activities.

Compiles & types variety of financial reports (e.g., weekly & annual reports on cash, budget, accounts receivable, accounts payable).

Assists in checking purchase orders, payrolls, time sheets, time cards, vendor checks, budgets & other accounting records & documents.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of bookkeeping; University & state bookkeeping policies & procedures*; office practices & procedures. Skill in operation of adding machine or calculator; operation of posting or accounting machine &/or automated computerized equipment*. Ability to understand bookkeeping procedures; maintain accurate records; gather, collate & classify information about

data, people or things; interpersonal communication to effectively interact with university personnel & public (e.g., to answer routine questions, explain policies & procedures).

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED; minimum of one (1) year experience in data entry & processing experience related to record keeping. Basic computer skills to include knowledge of Word & Excel.

PREFERRED CLASS QUALIFICATIONS FOR EMPLOYMENT:

Minimum of one (1) year experience in bookkeeping.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Not applicable



Account Clerk 2

Class Code:
16512- U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Account Clerk occupation is to provide clerical support associated with accounting functions that prepare, process & maintain accounting records & summarize business or financial transactions.

CLASS CONCEPT:

The class works under general supervision & requires working knowledge of accounting support systems in order to prepare vouchers, invoices, remittances for receipt & disbursement of funds & other related materials.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Analyzes & processes expense reports, invoices, vouchers & other related materials, determines accuracy & validity & prepares vouchers, invoices & remittances for receipt & disbursement of funds (e.g., verifies mathematical accuracy, quantity of goods purchased & received, purchase price, applicable discounts & freight charges; reconciles discrepancies; verifies appropriation sources; matches invoices to delivery receipts & purchase orders) &/or prepares University payroll for submission (e.g., verifies employees' payroll, sick, vacation, personal leave or leave without pay; calculates adjustments regarding reclassification, promotion, demotion, longevity, step increases, tax withholding, health care, retirement; calculates & updates employee service time; verifies & computes retroactive pay due to court decisions, errors in prior payrolls or legislation) &/or prepares purchase orders & taxes &/or handles inventory control & asset depreciation.

Posts, updates & balances ledgers & journals for internal accounts (e.g., posts purchase orders, tax documents, transfers, cancellations & vouchers payable; posts receipt of various types of funds such as general revenue appropriations, rotary funds or grants; balances accounts on daily/weekly/monthly basis; reconciles internal accounts); assists in training of lower-level account clerks.

Gathers & compiles material for financial reports; prepares biweekly, monthly, quarterly &/or annual reports on accounts maintained.

Performs variety of related clerical tasks (e.g., conducts correspondence relative to accounts maintained & materials processed; maintains filing system; types reports; answers telephone inquiries.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of bookkeeping; University & state bookkeeping policies & procedures*; office practices & procedures. Skill in operation of adding machine or calculator; operation of posting or accounting machine &/or automated computerized equipment*. Ability to understand bookkeeping procedures; maintain accurate records; gather, collate & classify information about data, people or things; interpersonal communication to effectively interact with university personnel & public (e.g., to answer routine questions, explain policies & procedures).

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED; minimum of one (1) year experience in bookkeeping or accounting. Basic computer skills to include knowledge of Word & Excel.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Not applicable



Payroll Specialist

Class Code:
16521- U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Payroll Specialist occupation is to provide technical assistance to University payroll &/or human resources staff to ensure compliance with payroll policies, rules, regulations &/or directives & review & process payroll for the University to ensure they are in balance. Incumbents utilize software to prepare & process payroll.

CLASS CONCEPT:

The class works under general supervision & requires considerable knowledge of payroll processing & accounting (e.g., calculating payroll, time & labor processing, reporting withholding taxes & reconciliation), payroll software programs & may require knowledge of legal terminology in order to process court orders; provided technical assistance to University payroll &/or human resources staff to ensure compliance with payroll policies, rules, regulations &/or directives.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Utilizes payroll software to prepare & process payroll (e.g., employee withholdings & deductions, employer provided benefits, University payroll charges, accrued leave, direct deposit reversals & validates, authorizes & processes adjustments due to employee requested changes).

Provides technical assistance to University payroll &/or human resources staff to ensure compliance with University payroll policies, rules, regulations &/or directives &/or reviews, verifies & processes court ordered attachments (e.g. screens, authenticates & validates incoming orders for state & federal garnishments, child/spousal support, bankruptcy & wage levies for conformity with state & federal statutes & to ensure proper person's wages are attached & for proper amounts & time periods; reviews & validates court orders, cancels active attachment orders & initiates reversal process; coordinates issuance of employee wages with courts; prepares garnishment correspondence & verifies set-up of attachment files for next pay period; assists in monitoring legislation & court procedural changes regarding attachments).

Monitors errors & reconciliation reports, monitors fiscal records; ensures security of data files while payroll is processed; assists in updating employee earning system & with quarterly reconciliation of W-2 fiscal records; unloads, updates & reloads on-line payroll files; assists in creating data files for deposits & adjustments; prepares special reports as required; researches errors, makes corrections & recreates data as required; creates summary reports to capture errors & makes corrections for use in confirming payroll withholding taxes.

Reviews payrolls for accuracy & conformity with laws, union contracts, administrative code, policies & guidelines, reconciles with fiscal control records, acts as authorizing agent for manual check requests & reviews discrepancies & coordinates reversals; processes requests for garnishments, calculates attachable wages, & coordinates recovery of funds; maintains files; manages related fiscal controls.

Reviews & corrects quarterly adjustment reports for W-2s & adjusts employee earnings as required, finalize all quarterly W-2 reconciliation, reconciles final statewide W-2 record to cash journal, authorizes printing of W-2 forms, reviews & approves all corrected W-2s; or assists programmer/systems analyst to identify & modify W-2 system needed changes, to review W-2 design & to coordinate modifications, assists with quarterly W-2 reconciliation, assists in all aspects of having W-2s printed & distributed, assists in updating & correcting W-2s.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of accounting; payroll processing (e.g., calculating payroll, employee withholdings, deductions, reporting & reconciliation, employer provided benefits, University payroll charges, accrued leave, direct deposits, garnishments); legal terminology & processing of court orders*; structured query language (e.g., ISQL, PS Query, Cognos)*. Skill in use of personal computer; use of payroll software. Ability to deal with some abstract but mostly concrete variables; calculate fractions, decimals & percentages; use proper research methods in gathering data; gather, collate & classify information about data, people or things; handle sensitive inquiries & resolve complaints from employees.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED; minimum of one (1) year experience in accounting &/or payroll processing (e.g., calculating payroll, employee withholdings, deductions, reporting & reconciliation, employer provided benefits, payroll charges, accrued leave, direct deposits, garnishments) ; experience using payroll software/ systems to process payroll.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS Employees are required to complete assignments within strict time constraints with accuracy



Executive Secretary

Class Code:
16833-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Executive Secretary occupation is to independently provide non-routine administrative & secretarial services to a department head/ executive manager in order to facilitate the administration of the office. Typically reports to Executive Management (i.e. VP, AVP, Provost).

CLASS CONCEPT:

The class works under direction & requires considerable knowledge of administrative policies & procedures, clerical & secretarial procedures in order to provide secretarial & non-routine administrative support (i.e., independently formulates decisions &/or judgments involving non-legal interpretation of policies & procedures as they would apply to given situation to resolve problems, to prepare correspondence &/or reports or to carry out other assignments).

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Performs non-routine administrative tasks (i.e., independently formulates decisions &/or judgments involving non-legal interpretation of policies & procedures as they would apply to given situation to resolve problems, prepare correspondence &/or reports or to carry out other assignments) (e.g., responds to correspondence; reviews & summarizes fiscal &/or operational &/or personnel reports; represents supervisor at meetings or conferences with other agencies; researches & prepares data for budget inclusion; assists in writing budget justification; monitors spending & maintains fiscal records; performs personnel functions such as screening job applicants in face to face interviews; communicates decisions, directives &/or assignments to appropriate staff; represents division or agency on inter-divisional task forces or committees; reviews & summarizes reports on operations &/or fiscal &/or personnel activities; organizes conferences; coordinates acquisition & maintenance of office machines such as telephones &/or copier &/or telecopier &/or computers &/or typing equipment).

Performs secretarial tasks (e.g., prepares confidential correspondence &/or reports; maintains confidential files; maintains calendar &/or makes travel arrangements for supervisor; takes & transcribes dictation &/or minutes of meetings; prepares payroll reports &/or timesheets); handles sensitive telephone calls; channels calls to appropriate parties for response.

Performs clerical tasks (e.g., receives, opens, logs, distributes incoming mail; answers phone & screens calls; greets & directs visitors; maintains inventory of general office supplies & orders as needed; maintains files & retrieves information); prepares routine forms; prepares records retention & disposal schedules & arranges record transfers.

MAJOR WORKER CHARACTERISTICS:

Knowledge of English grammar & composition; arithmetic that includes addition, subtraction, multiplication & division; records management; business communications; administrative practices & procedures*; general office policies & procedures; agency-specific office practices & procedures*; budgeting; government structure & process*. Skill in keyboarding; business office software applications (e.g., Microsoft Office); operation of personal computer & office machines (e.g., transcribing equipment, calculators). Ability to deal with problems involving several variables within familiar context; apply principles to solve practical, everyday problems; interpret instructions in written, or oral form; write routine business letters following standard procedures; complete routine forms or records; make appointments; arrange items in numerical or alphabetical order; move fingers easily to perform manual functions; assess questions & provide appropriate information or referral.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of an Associate degree Business or a related field & a minimum of one (1) year experience in an administrative professional field.

Or a minimum of three (3) years' experience in an administrative professional field.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Not applicable



Administrative & Computer Lab Specialist

Class Code:
16872-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Administrative & Computer Lab Specialist occupation is to assist in program direction by relieving superior of administrative duties, formulating & implementing program policy, managing business functions (i.e. prepares & administers budgets, oversees maintenance of fiscal controls, authorizes expenditures & purchases & administers special programs & projects) & overseeing all operations of the computer labs including supervision of lab assistants, communication of decisions & directives to the labs & researching, analyzing, formulating & implementing policies & procedures for the operations of these labs.

CLASS CONCEPT:

The class works under general supervision & requires considerable knowledge of University policies & procedures regarding program activities & computer lab operations of the department in order to relieve superior of routine administrative duties, make recommendations regarding program activities & computer lab operations & assist in developing new procedures related to established program policy.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Independently manages & supervises all assigned computer lab operations; communicates decisions & directives related to the labs; researches, analyzes, formulates & implements the policies & procedures for the operations of computer labs, modifying & updating as needed; manages all business functions of the labs, including coordinating the scheduling of all classes, registration sessions & events; researches, analyzes & resolves scheduling conflicts &/or disputes between faculty regarding available time slots; supervises & coordinates the schedule for all Lab Assistants; interviews, hires, & trains student lab assistants; assigns & reviews work; conducts informative, mandatory meetings with lab assistants to review the policies & procedures of the labs, & any new procedures or issues; monitors &/or approves all time cards for lab assistants; independently handles all complaints or concerns reported with any employees or situations in the labs; issues keys & or key codes as needed; researches, analyzes, & recommends purchases to the Dean's Office, as needed, to keep the labs running without interruptions; analyzes technical issues, providing advice for scheduling work orders for technical & equipment malfunctions when necessary.

Assists Chair/ Program Coordinator in performing a variety of complex non-routine & administrative tasks, (i.e., independently handling complex correspondence & issues, which involves providing interpretation of policies & procedures as they apply to given situations, &

assists students, faculty, &/or staff).

Serves as liaison between Chair/ Program Coordinator & students, faculty, staff, other University departments, & general public; assumes responsibility for communicating decisions & direction to students, faculty, & staff in Chair's absence; provides advice & assistance to students in interpreting University policies & course requirements; provides necessary assistance & direction to part-time faculty in interpreting rules & regulations.

Gathers materials & data to aid Chair in budget development; assists in preparing & maintaining annual budget; evaluates/maintains department budget accounts; assists in budget preparations; independently prepares & enters budget transfers & on-line purchases using the Chair's on-line approval; contacts vendors & makes purchases using the department MC purchasing card; maintains records of all on-line purchases/transactions; independently coordinates budgets for student design groups, ensuring appropriateness of purchases; reconciles monthly summary reports & procurement card ledgers.

Researches & responds to inquiries & complaints, & provides program information to the public; greets visitors, answers telephone, screens & directs calls, & makes appointments; schedules equipment & receptions for speakers & other events; prepares reference materials & assessment documents.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of records management; business communications; administrative practices & procedures*; general office practices & procedures; budgeting*; business office software applications (e.g., Microsoft Office); operation of personal computer & office machines (e.g., fax, copier, scanner). Ability to handle sensitive telephone & face-to-face inquiries & contacts with public. Ability to deal with problems involving several variables within familiar context; apply principles to solve practical, everyday problems; interpret instructions in written or oral form; write routine business letters following standard procedures; complete routine forms or records; make appointments; arrange items in numerical or alphabetical order; assess questions & provide appropriate information or referral; establish friendly atmosphere within department.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of undergraduate core program in business administration, management science or public administration & minimum of one (1) year experience in secretarial/administrative professional field

Or High School Diploma or GED & minimum of two (2) years' experience in a secretarial/administrative professional field.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Not applicable



Theater Production Assistant

Class Code:
18174-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Theater Production Assistant occupation is to provide support & assistance to the University Theater program.

CLASS CONCEPT:

The class works under direction & requires knowledge of basic scenic carpentry, painting & crafting skills as well as knowledge of basic lighting & sound technologies in order to assist with theater production requirements.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Provides support & assistance for the University Theater program.

Assists in the construction & execution of scenery, properties, lighting & sound requirements for productions.

Provides technical support to other projects.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge & experience in basic scenic carpentry, painting & crafting skills; Knowledge of basic lighting & sound technologies; Skills & attitude appropriate to working in a fast-paced, creative & productive shop environment; Attention to safety a must; Good communication skills & ability to follow instructions; Work with various construction/craft materials.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School diploma; experience in basic scenic carpentry, painting & crafting skills; experience with sound & lighting boards.

PREFERRED CLASS QUALIFICATIONS FOR EMPLOYMENT:

Welding skills desirable.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER

EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Must be able to lift 60 lbs., climb ladders, spiral staircases, & work in high spaces. Flexible weekly scheduling (negotiated each semester) during periods of peak demand for the department's production schedule. Some evening & weekend hours required.



Library Assistant

Class Code:
18312-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Library Assistant occupation is to perform paraprofessional library functions in support of a library program. Incumbents perform specialized library tasks.

CLASS CONCEPT:

The class works under general supervision & requires working knowledge of specialized library procedures in order to perform functions assigned to the department (e.g., inter-library loan, reader services, cataloging, media center).

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Performs paraprofessional library tasks (e.g., provides basic research & reference services; prepares materials for cataloging; performs routine cataloging; performs bibliographic searches through various sources including computer terminal; selects, orders, demonstrates, processes & maintains audio-visual materials & equipment).

Assists & instructs students, employees or volunteers who perform various library tasks.

Performs routine library tasks (e.g., shelving, filing, keeping statistics, typing & mailing, ordering supplies).

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of library practices & procedures; addition, subtraction, multiplication & division; employee training & development*. Skill in use of various types of office equipment, such as computer terminal, typewriter &/or audio-visual equipment. Ability to gather, collate & classify information about data, people or things; apply principles to solve practical problems; answer routine inquiries concerning library use & operation.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED; minimum of one (1) year experience in library media technology or library science.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: May work evenings or weekends; may work rotating shifts.



Museum Specialist

Class Code:
24452-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Museum Specialist occupation is to manage, store & maintain the use of museum collections, schedule & coordinate events, assign tasks & monitor student schedules, & develop, evaluate & test educational materials.

CLASS CONCEPT:

Under general supervision, requires knowledge of museum management, public relations & a genuine interest in minerals & fossils in order to manage the operations of the Clarence R. Smith Mineral Museum.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Oversees the daily functions of the museum; opens, closes, sets hours & supervises student employees.

Responds to public, professional & scholarly inquiries.

Schedules & coordinates events; develops & implements programs & activities for K-12 & adult audiences, both at the museum & through public outreach.

Develops, evaluates & tests educational materials.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of museum management practices & procedures; carries out a variety of instructions; excellent communication skills; answers routine inquiries.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Bachelor's Degree in Geology or Education degree in a science-related field; minimum of one (1) year experience in public relations & a genuine interest in minerals & fossils.

PREFERRED CLASS QUALIFICATIONS FOR EMPLOYMENT:

Previous Museum management experience

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Not applicable



Custodial Worker

Class Code:
42111-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Custodial Worker occupation is to maintain a clean environment in which employees may work & clients may live. Incumbents clean various work & living areas.

CLASS CONCEPT:

The class works under immediate supervision & requires working knowledge of custodial procedures in order to clean & maintain offices, living & dining areas & rest rooms.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Cleans & maintains living facilities, dining areas, rest rooms &/or offices (e.g., dusts, mops, sweeps, buffs & waxes floors; scrubs sinks, toilets, countertops, walls & ceilings; dusts & cleans furniture & equipment; empties trash; washes windows; polishes mirrors & glass; vacuums & shampoos carpet; replenishes soap, paper towels & toilet paper).

Performs miscellaneous related duties (e.g., removes snow &/or ice from sidewalk; removes litter from grounds; replaces light bulbs; orders &/or stocks supplies; secures doors &/or windows; moves furniture; sorts &/or washes linens).

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of cleaning practices & procedures*. Skill in operating cleaning equipment & tools*. Ability to carry out simple instructions; recognize safety warnings; stand, walk or bend continuously; lift up to 50 lbs. frequently.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED; minimum of one (1) year experience in custodial procedures.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Exposed to chemicals in cleaning products; may be exposed to unpleasant weather conditions; may work evenings; may be required to work weekends &/or flexible hours.



Custodial Work Specialist

Class Code:
42115-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Custodial Work Specialist occupation is to maintain clean environment in which employees may work & clients may live. Incumbents oversee & monitor the custodial program; serves as lead worker over lower-level custodial workers, contracted & student employees by providing work direction & training.

CLASS CONCEPT:

The class works under direction & requires considerable knowledge of custodial procedures in order to provide work direction & training over lower-level custodial workers, contracted & student employees.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Provides work direction & training over lower-level custodial workers, contracted & student employees performing custodial duties (e.g., cleaning offices, lobbies, living & dining areas, cabins &/or rest rooms), schedules staff, prioritizes assignments, trains new employees on proper cleaning procedures & in use of cleaning equipment, inspects areas for cleanliness, health & safety hazards, odors & pest control to assure compliance with standards & conducts staff meetings to disseminate policies & safety procedures.

Orders & maintains inventory of cleaning supplies & equipment (e.g., contacts minority vendors/vendors by phone, fax, e-mail &/or mail to place orders & obtain pricing information); approves supply requisitions completed by staff; provides financial data for annual budget preparation; maintains & tracks custodial section budget; logs debit card purchases; coordinates & implements annual inventory of furniture & equipment; maintains & monitors attendance records; assigns work orders in verbal & written form; completes & submits reports (e.g., monthly activity; inspection; safety data sheets); maintains files; attends workshops, seminars, in-service training & meetings; makes policy &/or procedure recommendations related to department; operates personal computer to enter & retrieve data.

Completes & submits work order forms for maintenance repairs; reports major repairs & hazardous conditions to appropriate personnel; arranges equipment maintenance/repairs; cleans furniture, walls, windows, floors, fixtures & equipment; removes trash; removes snow & ice from walkways; performs custodial duties as needed; ensures proper disposal of infectious waste; ensures staff complies with established infection control policies & procedures; resolves complaints; receives calls from University staff regarding custodial issues/needs.

Inspects & makes minor repairs to equipment, furniture &/or public facilities (e.g., replaces burned out light bulbs; replaces & tightens screws; replaces belts on sweepers); operates computer; works in other areas as needed & during special events; provides assistance to public (e.g., answers questions; gives directions); assists in setting up & tearing down (e.g., displays; chairs; tables) for various functions.

MAJOR WORKER CHARACTERISTICS:

Knowledge of cleaning practices & procedures; employee training & development*; supervisory principles/techniques*; inventory control*. Skill in operating cleaning equipment (e.g., vacuum cleaners; slow speed scrubbers; high speed buffers; wet/dry vacuums; pressure washer; carpet cleaners) & tools; personal computer. Ability to deal with problems involving few variables within familiar context; read, copy & record figures; stand, walk or bend continuously; lift up to 50 lbs.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED; minimum of one (1) year experience in cleaning practices & procedures.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Exposed to chemicals in cleaning products; may work evenings; may be exposed to unpleasant weather conditions; may be exposed to human waste; may be exposed to infectious waste.

SERIES PURPOSE:

The purpose of the Automotive Mechanic 1 occupation is to repair & maintain cars, trucks, & equipment. Incumbents perform routine service, maintenance & repairs to vehicles & equipment & repair & replace parts or systems on vehicles & equipment.

CLASS CONCEPT:

The class works under general supervision & requires considerable knowledge of auto mechanics in order to repair & replace major parts or systems on vehicles & equipment.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Performs preventive maintenance & service (e.g., tunes gas &/or diesel engines; inspects engines checking for leaks, worn or close components, fluid levels, belt & hose conditions &/or mounting; inspects underbody checking for leaks, loose or worn components in suspension, steering &/or drive train; inspects brakes looking for loose or worn components, proper adjustments &/or leaks; changes fluids; operates electronic system scope) on cars, trucks & equipment (e.g., mowers, tractors, graders, weed eaters, generators) & repairs, rebuilds &/or replaces major parts (e.g., carburetor, alternator, water or fuel pump, clutches, brake systems, exhaust systems).

Performs minor repairs or miscellaneous mechanic work (e.g., inspects tires/wheels looking for damage, leaks or wear; cleans or replaces diesel injectors; adjusts valves; performs body repair work; replaces shocks; repairs or replaces hydraulic pumps or systems; installs snow plow blades; repairs hydraulic systems).

Maintains records of repairs & maintenance; orders &/or picks up parts; provides service & repair of vehicles & equipment on emergency basis; &/or makes service calls (e.g., replaces flat tire; repairs air leak in brake system; repairs wear items on heavy equipment); operates welding torches in order to repair snow plow blades, frames, dump & flatbed truck bodies &/or related equipment, cleans garage area, equipment &/or tools; mows grass &/or operates snow plow, tow truck or other equipment; pumps gasoline; attends training schools; safety meetings, mechanic meetings or related meetings; operates motor vehicle in order to transport equipment/materials/supplies to & from job sites.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of auto mechanics; auto test equipment; safety practices associated with repair of vehicles &/or equipment (e.g., Ohio safety & health administration automotive safety practices*; original equipment manufacturer standards*). Skill in operating hand & power tools related to repair & maintenance of vehicles & equipment. Ability to understand system of mechanical procedures; work alone on most tasks; stand or bend continuously; lift &/or use mechanical equipment (e.g., hoist) to transport up to 50-100 lbs. of automotive parts or tires.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED: minimum of two (2) years' experience in automotive repair & maintenance of variety of vehicles or equipment; valid driver's license.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

PHYSICAL REQUIREMENTS: Ability to work alone on most tasks; stand or bend continuously; lift &/or use mechanical equipment (e.g., hoist) to transport up to 50-100 lbs. of automotive parts or tires.

UNUSUAL WORKING CONDITIONS: May be exposed to dirt, loud noise, grease, dust, gas fumes & other unpleasant conditions; may work outside exposed to unpleasant weather conditions; may be on call 24 hrs./day, 7 days/week.

SERIES PURPOSE:

The purpose of the Automotive Mechanic 2 occupation is to repair & maintain cars, trucks, & equipment. Incumbents perform major engine overhauls, & acts as lead worker over lower-level auto mechanics.

CLASS CONCEPT:

The class works under general supervision & requires considerable knowledge of auto mechanics in order to act as lead workers over lower-level auto mechanics. Assigns repair work, inspects completed work & recommends solutions for personnel problems to the administrator.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Serves as lead mechanic over other auto mechanics; assigns repair work, inspects completed work & recommends solutions for personnel problems to the administrator.

Schedules required maintenance of assigned vehicles & equipment & completes maintenance work order records; requisitions necessary parts & materials; assists with inventories of parts; inspects vehicles & equipment.

Trains & instructs individual mechanics of proper repair & maintenance procedures & safety practices; answers technical questions regarding equipment. Reads bulletins & manuals from manufacturers; reviews & updates safety practices.

Performs preventive maintenance & service (e.g., tunes gas &/or diesel engines; inspects engines checking for leaks, worn or close components, fluid levels, belt & hose conditions &/or mounting; inspects underbody checking for leaks, loose or worn components in suspension, steering &/or drive train; inspects brakes looking for loose or worn components, proper adjustments &/or leaks; changes fluids; operates electronic system scope) on cars, trucks & equipment (e.g., mowers, tractors, graders, weed eaters, generators) & repairs, rebuilds &/or replaces major parts (e.g., carburetor, alternator, water or fuel pump, clutches, brake systems, exhaust systems).

Performs minor repairs or miscellaneous mechanic work (e.g., inspects tires/wheels looking for damage, leaks or wear; cleans or replaces diesel injectors; adjusts valves; performs body repair work; replaces shocks; repairs or replaces hydraulic pumps or systems; installs snow plow blades; repairs hydraulic systems).

Maintains records of repairs & maintenance; (e.g., daily time sheets); orders &/or picks up parts; provides service & repair of vehicles & equipment on emergency basis; &/or makes onsite service/outpost calls (e.g., replaces flat tire; repairs air leak in brake system; repairs wear items on heavy equipment; performs guardrail replacement); operates welding torches in order to repair snow plow blades, frames, dump & flatbed truck bodies &/or related equipment, cleans garage area, equipment &/or tools; mows grass &/or operates snow plow, tow truck or other equipment; pumps gasoline; attends training schools; safety meetings, mechanic meetings or related meetings; operates motor vehicle in order to transport equipment/materials/supplies to & from job sites.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of auto mechanics; auto test equipment; safety practices associated with repair of vehicles &/or equipment (e.g., Ohio safety & health administration automotive safety practices*; original equipment manufacturer standards*). Skill in operating hand & power tools related to repair & maintenance of vehicles & equipment. Ability to understand system of mechanical procedures.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED; minimum of four (4) years' experience in automotive repair & maintenance of variety of vehicles or equipment; valid driver's license.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

PHYSICAL REQUIREMENTS: Ability to work alone on most tasks; stand or bend continuously; lift &/or use mechanical equipment (e.g., hoist) to transport up to 50-100 lbs. of automotive parts or tires.

UNUSUAL WORKING CONDITIONS: May be exposed to dirt, loud noise, grease, dust, gas fumes & other unpleasant conditions; may work outside exposed to unpleasant weather conditions; may be on call 24 hrs./day, 7 days/week.

SERIES PURPOSE:

The purpose of the Carpenter occupation is to perform rough & finished carpentry operations (i.e. fabrication, repair, & installation of cabinets, furniture, Formica tops, partitions, shelves, signs, doors, windows, etc.).

CLASS CONCEPT:

The class works under direction & requires considerable knowledge of carpentry trade, hand & power tool operation & blueprint reading.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Designs, fabricates, repairs & installs wood products (e.g., cabinets, Formica tops, partitions, shelves & signs) & makes repairs & alterations to buildings (e.g., floors, stairs, door frames, windows, walls, rafters & roofs) & performs rough & finished carpentry work using skilled hand & bench tools.

Performs administrative duties related to carpentry (e.g., prepares cost estimates, orders materials, reads blueprints, keeps inventory of tools & materials, sharpens saws & tools & keeps time, material, work & job records).

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of carpentry work; blueprint reading; inventory control*; fractions & percentages; local, state & federal regulations, policies & procedures (i.e., shop rules & regulations, OSHA standards, building codes)*. Skill in carpentry; hand & power tool operation; minor welding operation*. Ability to understand technical manuals & verbal instructions; cooperate with others on group projects.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED; minimum of two (2) years' experience in carpentry work; experience in blueprint reading, & hand & power tool operation.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not Applicable

PHYSICAL REQUIREMENTS: Ability to lift up to 100 lbs. repeatedly

UNUSUAL WORKING CONDITIONS: Exposed to sawdust, fumes, heights & dangerous power equipment; subject to working varied hours; may work on scaffolding or extension ladder; may require travel.

SERIES PURPOSE:

The purpose of the Carpenter occupation is to perform rough & finished carpentry operations (i.e. fabrication, repair, & installation of cabinets, furniture, Formica tops, partitions, shelves, signs, doors, windows, etc.). Incumbents serve as lead workers (e.g., provide work direction & training) over skilled &/or lower level carpenters &/or trades workers & perform the full range of carpentry duties.

CLASS CONCEPT:

The class works under general direction & requires thorough knowledge of carpentry trade, hand & power tool operation & blueprint reading in order to serve as lead worker (e.g., provide work direction & training) over skilled &/or lower level carpenters &/or trades workers performing carpentry duties & perform skilled carpentry work.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Serves as lead worker (e.g., provides work direction & training) over skilled &/or lower level carpenters &/or trades workers performing carpenter duties; plans carpentry work on University-wide basis, establishes work priorities & coordinates manpower planning.

Prepares time & material estimates, prepares & analyzes layouts &/or blueprints & maintains cost, time & equipment records.

Performs carpentry duties (e.g., repairs screens, windows, doors, siding, shelving & furniture) & oversees maintenance of carpentry tools & equipment.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of carpentry work; employee training & development *; inventory control*; manpower planning*; blueprint reading; federal regulations, policies & procedures (i.e., OSHA standards); state/ departmental/ University regulations, policies & procedures, fractions & percentages. Skill in carpentry; hand & power tool operation; minor welding operation. Ability to understand technical manuals & verbal instructions; deal with a variety of variables in somewhat unfamiliar context; cooperate with others on group projects.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED; minimum of three (3) years' experience in carpentry work (6 mos. of which had to be beyond the apprenticeship/ trainee level); experience in blueprint reading, minor welding operation; employee training & development & hand & power tool operation.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not Applicable

PHYSICAL REQUIREMENTS: Ability to lift up to 100 lbs. repeatedly

UNUSUAL WORKING CONDITIONS: Exposed to sawdust, fumes, heights & dangerous power equipment; subject to working varied hours; may work on scaffolding or extension ladder; may require travel.

SERIES PURPOSE:

The purpose of the Plumber occupation is to install, modify & repair utility, supply & disposal systems, fixtures, fittings & equipment such as sewage, water, gas & oil lines, compressed air, vacuum & acid systems, water closets, water heaters, hydrants, valves & pumps.

Incumbents perform the full range of plumbing duties involving the installation of new plumbing, the repair of plumbing equipment & the maintenance of building facilities & equipment.

CLASS CONCEPT:

The class works under direction & requires thorough knowledge of & skill in the plumbing trade in order to install new plumbing, repair plumbing equipment & maintain facilities & equipment.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Installs, modifies & repairs new & existing plumbing (e.g., unclogs commodes, sinks & sewage lines, replaces traps, valves & thermostats; installs water, steam & gas lines & hooks up laundry, laboratory & kitchen equipment) & maintains building facilities & equipment (e.g., checks pipes, plumbing & fixtures for signs of corrosion &/or checks & lubricates pumps & valves & changes filters; makes minor repairs on steamlines).

Performs support duties related to plumbing (e.g., orders supplies, materials & equipment, reads blueprints, prepares job estimates, maintains job records & prepares reports).

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of plumbing trade; safety practices; employee training & development*; fractions & percentages. Skill in plumbing trade; use of plumbing tools & associated equipment. Ability to apply principles to solve practical, everyday problems; read technical manuals, work instructions & blueprints.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED; minimum of two (2) years verifiable work experience in plumbing under supervision of experienced plumber.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

PHYSICAL REQUIREMENTS: Stand, walk & bend continuously; lift up to 100 lbs. repeatedly.

UNUSUAL WORKING CONDITIONS: Exposed to dirt, dust, grease, unpleasant weather, loud noises, excrement, hot & confined work areas; may work on scaffolding or extension ladders; may require travel to community site under contract with Department of Mental Health.

SERIES PURPOSE:

The purpose of the Electrician occupation is to install, maintain & repair electrical wiring systems, fixtures, controls & equipment. Incumbents install, modify, repair, troubleshoot & test new & existing electrical lines, circuits, systems, fixtures, controls & equipment.

CLASS CONCEPT:

The class works under general supervision & requires considerable knowledge of & skill in electrician trade in order to install, troubleshoot, modify, maintain & repair electrical wiring systems, fixtures, controls & equipment.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Installs, troubleshoots, modifies, maintains & repairs electrical wiring systems, fixtures, controls & equipment (e.g., electric panels, conduits, motors, appliances, fans, transformers, heating & cooling equipment, fire & other alarm/emergency systems, elevators &/or switches).

Installs & replaces lighting fixtures (e.g., light bulbs; ballasts; switches; fuses; exterior &/or perimeter lighting); tests, installs &/or maintains fire alarm systems &/or security systems (e.g., sprinkler systems; smoke detectors; infrared sensors); prepares material & cost estimates for maintenance projects.

Performs other miscellaneous duties, (e.g., semi-skilled carpentry, painting & plumbing; water treatment); completes material & cost estimates, reports & logs; orders parts; maintains inventory of electrical supplies; operates snow & ice removal & grass cutting equipment); operates heavy equipment (e.g., scissor lift; articulating boom lift; forklift).

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Skill in electrical trade; use of electrical tools (e.g., volt, amp, ohmmeters; power pipe & conduit threader; drill press; grinder) to install, test, maintain & repair equipment. Knowledge of national electric code*; Ohio safety & health association guidelines*; inventory control*; red cross safety practices; fire code*, addition, subtraction, multiplication & division; safety practices in electrical trade. Ability to read blue prints &/or schematics*; apply principles to solve practical, everyday problems; read technical manuals & instructions; stand, walk, bend continuously; lift up to 50 lbs. repeatedly; move limbs/fingers easily to perform manual functions repeatedly; move whole body in continuous or heavy labor.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High school diploma or GED; minimum of two (2) years training or verifiable experience in electrical work under supervision of experienced electrician; must have & maintain a valid driver's license & be insurable under the University's insurance.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Works indoors & outdoors; exposed to dirt, dust, grease, unpleasant weather, loud noises, hot & confined work areas & high voltage; subject to burns, cuts, bruises & electrical shock; may work on scaffolding, stadium light poles, utility poles or extension ladder; may work from scissor lift & articulating boom lift.



Electrician 2

Class Code:
52284-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Electrician occupation is to install, maintain & repair electrical wiring systems, fixtures, controls & equipment. Incumbents provide work direction & training over lower-level staff &/or install, troubleshoot, test, modify &/or maintain medium voltage switch gear &/or install, troubleshoot, test, modify &/or maintain complex electronic security system.

CLASS CONCEPT:

The class works under direction & requires thorough knowledge of & skill in the electrician trade in order to provide work direction & training over lower-level electricians &/or staff engaged in installation, maintenance & repair of electrical wiring systems, fixtures, controls & equipment &/or install, troubleshoot, test, modify &/or maintain medium voltage switch gear &/or install, troubleshoot, test, modify &/or maintain complex electronic security system.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Provides work direction & training over lower-level electricians &/or staff engaged in installation, maintenance & repair of electrical wiring systems, fixtures, controls & equipment.

Installs, troubleshoots, tests, modifies &/or maintains medium voltage switch gear &/or complex electronic security system.

Installs & replaces lighting fixtures, light bulbs, ballasts, switches & fuses; installs, maintains & repairs electrical wiring systems, fixtures, light bulbs, ballasts, switches & fuses; installs, tests, troubleshoots, maintains & repairs electrical wiring systems, fixtures, controls & equipment (e.g., motors, appliances, fans, transformers, heating & cooling equipment, fire & other alarm/security systems, elevators & switches).

Coordinates with engineers, vendors &/or contractors on campus projects; orders, procures &/or purchases supplies & materials from vendors &/or contractors.

Performs other maintenance &/or miscellaneous duties (e.g., performs semi-skilled carpentry, painting, plumbing &/or water treatment; reads blueprints &/or schematic diagrams; determines time & materials needed; completes reports; maintains inventory; ensures compliance with security regulations; completes material cost estimates, reports & logs; orders parts; maintains inventory of electrical supplies; operates snow & ice removal & grass cutting equipment); operates heavy equipment (e.g., scissor lift; articulating boom lift; forklift).

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Skill in operation of electrical tools (e.g., volt, amp, ohmmeters; power pipe & conduit threader; drill press; grinder) to install, test, maintain & repair equipment. Knowledge of national electric code*; Ohio safety & health association guidelines*; inventory control*; red cross safety practices; fire code*, employee training & development; safety practices in electrical trade. Ability to read blue prints &/or schematics; apply principles to solve practical, everyday problems; read technical manuals & instructions; stand, walk, bend continuously; lift up to 50 lbs. repeatedly; move limbs/fingers easily to perform manual functions repeatedly; move whole body in continuous or heavy labor.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High school diploma or GED; minimum of four (4) years training or verifiable experience in electrical work under supervision of experienced electrician; must have & maintain a valid driver's license & be insurable under the University's insurance.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Works indoors & outdoors; exposed to dirt, dust, grease, unpleasant weather, loud noises, hot & confined work areas & high voltage; subject to burns, cuts, bruises & electrical shock; may work on scaffolding, stadium light poles, utility poles or extension ladder; may work from scissor lift & articulating boom lift.

SERIES PURPOSE:

The purpose of the Air Quality Technician occupation is to repair, maintain & install air conditioning, refrigeration & heating equipment (HVAC) in order to regulate the climatic conditions of facilities. Incumbents perform the full range of HVAC tasks.

CLASS CONCEPT:

The class works under general supervision & requires considerable knowledge of air conditioning, refrigeration & heating technology & its processes & blueprint reading in order to perform repair, preventive maintenance & skilled installation on air conditioning, refrigeration & heating equipment.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Repairs air conditioning & heating units & systems, refrigeration systems, pneumatic controls, steam traps, pressure regulators, steam separators, pumps, fans & motors & related heating, cooling & refrigeration equipment & periodically overhauls air conditioning & heating systems.

Inspects air conditioning, refrigeration & heating systems & performs preventive maintenance (e.g., cleans or changes filters, lubricates motors, tightens belts) to ensure serviceable condition of systems.

Installs air conditioning (i.e., window & central systems) & heating units & installs piping, pumps, motors & refrigeration systems; handles & disposes refrigerants.

Assists trade personnel (e.g., plumber, carpenter, electricians) &/or contractors in maintenance repairs &/or performs building maintenance & trade tasks (e.g., troubleshoots & maintains all restaurant equipment such as dishwashers, pot & pan machine, steamers, warmers, grills); performs maintenance & repair of fire alarm system, wheelchairs &/or walkers; orders &/or picks up parts; obtains price quotes/bids; maintains required reports & records; maintains equipment (e.g., manifold gauges, hand tools, power equipment, leak scanner); operates snow & ice removal & grass cutting equipment; attends required meetings & training.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of air conditioning, refrigeration & heating technology; blueprint reading (schematics & wire diagrams); local, state & federal regulations (i.e., electrical codes & OSHA

standards), policies & procedures. Skill in heating, ventilation, air conditioning & refrigeration maintenance, repair & installation; hand & power tool operation; minor welding operation*. Ability to recognize unusual or threatening conditions & take appropriate action; interpret variety of instructions in written, oral, picture or schedule form.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED; appropriate certification as “technician” issued by EPA approved certifying organization per Section 608 of Clean Air Act.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

PHYSICAL REQUIREMENTS: Ability to lift up to 50 lbs.

UNUSUAL WORKING CONDITIONS: May work other than first shift; is exposed to dirt, high & low temperatures & dangerous equipment.



Laboratory Machinist

Class Code:
52341-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Laboratory Machinist occupation is to independently design, develop, build & modify testing equipment using software packages & other applications & serves as team leader, providing work direction & training to assigned staff on a project basis. Incumbents perform the full range of lab machine operations.

CLASS CONCEPT:

The class works under general direction & requires considerable knowledge of the repair & maintenance of laboratory & field testing equipment in order to independently design, develop, build & modify testing equipment using software packages & other applications & serves as team leader, providing work direction & training to assigned staff on a project basis.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Independently design, develop, build & modify testing equipment using software packages & other applications & serves as team leader, providing work direction & training to assigned staff on a project basis.

Receives work requests; evaluates, prioritizes, & assigns as appropriate. Consults with requesters &/or resource persons to determine proper approach to projects involving complex systems. Establishes & maintains record systems for monitoring work progress & materials/parts inventory/ordering.

Operates specialized laboratory equipment. Supports faculty, staff & students by operating laboratory equipment to insure equipment operation is within prescribed guidelines for safe & proper usage.

Coordinates maintenance programs for laboratories; works with faculty, staff & students to insure familiarity with laboratory maintenance needs; oversees safety equipment; provides safety training for students using machine shop & laboratory equipment.

Implements & participates in development of policies pertaining to the machine shop, laboratory safety, laboratory equipment operation & maintenance, & other related policies

Assists in planning for future equipment & program needs, both related to the development of labs for new & ongoing programs.

Designs/fabricates parts & machines to support various University projects using available materials. Services & repairs machine shop & laboratory equipment as needed. Provides technical support with student projects & competitions.

Assists with the setup of events.

Supervises, trains, assists & assigns work to assigned staff & student employees; conducts performance evaluations; signs time cards; approves/disapproves leave requests; recommends disciplinary action; interviews & recommends for hiring.

Coordinates moves involving personnel. Assists in selection of furniture & equipment (laboratory & computer) & coordinates its placement & installation. Serves as a liaison in meetings/interactions with University personnel as warranted.

Locates & orders materials, parts, & machines to carry out above functions. Develops & prioritizes equipment & budget requests.

Prepares annual activity & inventory reports. Attends training courses to remain up-to-date on latest technologies.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of budgeting; employee training & development*; laboratory machine shop procedures & equipment operations; blueprint reading; state & federal regulations, policies & procedures*; addition, subtraction, multiplication, division, fractions & percentages. Skill in use of personal computer; machine shop equipment operation & hand & power tool operation. Ability to define problems, collect data, establish fact & draw valid conclusions; maintain accurate records; interpret variety of technical material in books, manuals or journals; handle sensitive inquiries from & contacts with officials & general public.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED: minimum of one (1) year experience in design development of equipment for testing purposes & a minimum of two (2) years' experience in machine shop procedures & equipment operation or laboratory machine shop. Experience in hand & power tool operation, blue print reading & arc welding.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

PHYSICAL REQUIREMENTS: Ability to lift up to 100 lbs. repeatedly.

UNUSUAL WORKING CONDITIONS: May be exposed to dirt, dust, fumes, noise & dangerous machinery.



STEM Laboratory Specialist

Class Code:
52342-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the STEM Laboratory Specialist occupation is to oversee the operations of the 3-D Printing Laboratory & Moser Machine Shop including supervision of student lab utilization, design & fabrication of parts & machines, service & repair of machinery, & maintaining inventory of equipment & supplies.

Incumbent participates as part of a team of laboratory personnel to ensure the efficient utilization of the 3-D printing Laboratory & Moser Machine Shop; ensures the safety of lab personnel & students.

CLASS CONCEPT:

The class works under general supervision & requires considerable knowledge of 3-D printing & machine shop operations; provides input into the development of policies concerning lab & machine shop operations & enforces policies.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Provides supervision of student use in the LaunchLab facility & other work space facilities associated with the STEM College; maintains, calibrates & schedules the use of the 3D printers & scanners in the LaunchLab including cutting, drilling, & post-processing of printed items; prioritizes jobs on the 3D printers & scanners; supervises & schedules the student Lab assistants.; attends LaunchLab promotional events.

Provides assistance to other STEM personnel with the operation of the Moser Machine Shop; supervises student use of machinery; instructs students on proper & safe equipment utilization; provides assistance to students with the construction of STEM competition projects (e.g. baja car, concrete canoe, steel bridge, etc.); provides guidance for first-year engineering students on OHWow projects including assistance with 3D printer use; provides technical support for senior design projects; participates in the development of policies related to the machine shop, LaunchLab, & equipment use.

Designs & fabricates parts & machines to support various University projects using available materials; services & repairs machine & laboratory equipment as needed; assists with the setup of College events (Canfield Fair, MATHCOUNTS, STEM Open House Days, etc.); coordinates moves involving engineering personnel & equipment housed in Moser Hall; assists in selection of furniture & equipment (laboratory & computer) for College & coordinates placement & installation; serves as liaison in interactions with university architect, project architects, delivery services personnel, movers, etc. as needed.

Locates & orders materials, parts, & machines to carry out above functions; develops & prioritizes equipment & budget requests to the Dean; prepares annual activity & inventory reports; participates in the annual equipment inventory reporting; attends training courses to remain up-to-date on latest technologies; performs other duties as assigned.

Performs other duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of 3-D printing processes & techniques; laboratory machine shop procedures & equipment operation; blueprint reading; safety practices & procedures. Skill in operation of 3-D printing equipment & operation, machine shop equipment & operations. Ability to deal with problems/issues involving several variables within familiar context; interpret variety of technical manuals & documentation; communicate verbally & in writing on technical & non-technical matters; gather, collate & classify information about data, people or things; prepare & maintain accurate & concise reports & records; handle routine contacts with government officials, business officials, consultants &/or general public.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of secondary education; minimum of one (1) year training or experience which includes responsibility for 3-D printing operations & machine shop operations; experience in hand & power tool operation, two (2) years training or experience in laboratory &/or machine shop procedures & equipment .

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Not applicable



Audio Visual Production Specialist

Class Code:
52642-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Audio Visual Production Specialist occupation is to operate audio/visual & related equipment. Incumbents take photographs, produce & direct audio/visual projects & coordinate equipment & operate audio/visual & related equipment to produce programming for marketing, training, educational or informational purposes.

CLASS CONCEPT:

The class works under general direction & requires thorough knowledge of audio/visual communication techniques, programming & production & audio visual equipment operations in order to plan, direct, develop & produce audio/visual productions, operate audio/visual equipment & coordinate all production activities.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Manages video & photographic production activities, develops video & photographic projects (e.g., promotion/information photography & videos, recruitment photography & videos, radio & television commercials, quarterly video or photographic materials for alumni magazine & photography assignments), advises staff (i.e., executive director & assistant director) on production of video & photographic products to announce new programs to services (e.g., marketing messages, recruitment, admissions orientation), consults with university internal & external departments on photo & video production activities, develops & implements policy & procedures for video productions (e.g., broadcast advertising, web video/photography) & supervises projects & provides technical & creative advice to video production staff (e.g., videographer, graphic designer, video & photographer assistants).

Produces video & photographic productions (e.g., oversees all aspects of production & post-production services including scheduling, scripting, storyboarding, videotaping, audio requirements & editing); consults with university design staff to create graphics & animations for advanced technological photographic & video productions; ensures timely delivery of video & photographic projects & ensures completion of project within allotted budget; tapes &/or oversees taping of broadcast quality video; identifies & scouts locations for photo & video productions; designs necessary lighting set-ups; oversees audio requirements; obtains necessary model releases when necessary; ensures editing of video & photography via Adobe Premiere, Photoshop, Final Cut Pro; prioritizes work assignments.

Maintains video & photography library (e.g., catalogs entries, updates unedited video & maintains contact with university archivists for presentation & retrieval of video); when needed, identifies production houses & other vendors to provide production & post production services for completion of projects; oversees equipment inventory & maintenance schedule;

provides university clients with recommendations & referrals for services not available in house; coordinates charge-back system with administrative assistant for department billing (e.g., establishes charges for preproduction & post-production services, customer billing & record keeping); prepares video project estimates for project requestor; develops & maintains equipment replacement/repair schedule.

Attends seminars/training; evaluates quality & creativity of video productions & makes recommendations for improvement; prepares & monitors production budget; responds to customer requests & explains technical capabilities of proposed &/or completed projects.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of communication & electronic equipment operation & maintenance; audio/visual programming production; public relations*; budgeting*; inventory control*. Skill in operation of audio/visual & related equipment. Ability to define problems, collect data, establish facts & draw valid conclusions; use proper research methods in gathering data; establish friendly atmosphere as coordinator of electronic communications.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED; minimum of two (2) years' experience in planning, directing, developing & producing audio/visual productions.

PREFERRED CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of Bachelor's degree in Communications which included training in video production.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: May be exposed to all weather conditions.



Video Production Specialist

Class Code:
52645-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Video Production Specialist occupation is to operate video cameras & related parts & equipment. Incumbents plan, develop & produce computer generated programming & digitally edit video content for athletic events.

CLASS CONCEPT:

The class works under general direction & requires thorough knowledge of communications techniques, programming & production, video equipment operation & computer software systems in order to plan, develop & produce computer generated video programming & edit & combine source materials into video programs.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Plans, develops & produces computer generated video programming; digitally edits video content for athletic events using applicable software (e.g., Adobe Premier video editing software), & combines source materials into video programs.

Develops content for video boards for athletic events.

Coordinates the production of all postgame highlights for all athletic teams.

Maintains electronic video programming equipment.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of video production; producing live sports broadcasts; general knowledge of sports; Skill in operation & maintenance of video production equipment & software programs (e.g. Adobe Premiere); Proficient in New Tek Tricaster, New Tek 3-Play & Live Text operation; Working knowledge of DV Sport Instant Replay system (football). Ability to use research methods in gathering data; prepare video productions; work alone on most tasks; edit & collate all source materials into video productions through use of computer hardware & software.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of Bachelor Degree in communications with emphasis on electronic media &/or, video production.

Or completion of an Associate degree in communications technology or multimedia production technology & a minimum of one (1) year training or experience in operation &/or maintenance of video production equipment

Or minimum of three (3) years training or experience in operation &/or maintenance of video production equipment

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not Applicable

UNUSUAL WORKING CONDITIONS:

Exposed to high & low temperatures, loud noise; may work outside in unpleasant conditions; work weekends & evenings as required.



Planetarium Engineer/ Show Producer

Class Code:
52670-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Planetarium Engineer/ Show Producer occupation is to produce technical programs that the Planetarium presents to the public & school audiences. Incumbents design & produce computer graphics, photographs, & digital video, rendering & digital special effects for Planetarium programs.

CLASS CONCEPT:

The class works under general supervision & requires considerable knowledge of digital media design & proficient in audio/video production software in order to produce technical programs that the Planetarium presents to the public & school audiences.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Responsible for technical production of programs the Planetarium presents to the public & to school audiences. Designs & produces computer graphics, photographs, digital video rendering, & digital special effects for Planetarium programs. Produces artwork related to brochures, news releases, & other public relations communications related to Planetarium shows.

Coordinates illustration, special effects, & audio engineering for all programs. Assists in presentation of or presents public programs, including special group shows, light shows, astronomy sky watches, telescope sessions, etc.

Administers stock procurement of Planetarium hardware, software, & consumables. Maintains the control system for Planetarium projector. Programs the Planetarium computer to control special effects projectors. Assists in the design, construction, & repair of telescope equipment & physics laboratories, & physics lecture demonstrations equipment. Supervises student technicians.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of digital media design & proficient in audio/video production software; public relations; interpret extensive variety of technical material; use proper research methods in gathering data; calculate fractions, decimals & percentages; gather, collate & classify information about data, people or things; coordinate activities of others & cooperate with others on group projects.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED; minimum of two (2) years' experience in digital media design & proficient in audio/video production software, including Adobe Photoshop, Adobe Premier Pro, &/or ProTools HD; experience in editing audio for use in video/CG productions.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Not applicable



Print Assistant

Class Code:
52720-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Print Assistant occupation is to operate digital press equipment.

CLASS CONCEPT:

The class works under direct supervision, operates digital press equipment to set up & proof jobs; assists in equipment maintenance & cleaning.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Operates digital press equipment; performs finishing & bindery work.

Completes tasks & projects within established timeframes & requirements.

Cleans & maintains the condition of equipment & work area; reports repairs & schedules service; ensures adherence to health & safety procedures.

Effectively communicates via phone, email, etc.; assists supervisor in departmental communications.

Responds to questions & resolves issues.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of office printing practices & procedures; carries out a variety of instructions; excellent communication skills; ability to work in a team environment on multiple projects; answers routine inquiries.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High school diploma or equivalent; minimum of one (1) year experience in print operations; ability to operate computer equipment & software programs.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Exposed to noisy equipment, chemical fumes & ink

stains; ability to lift 50 lbs.



Printing Machine Operator

Class Code:
52731-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Printing Machine Operator occupation is to print production jobs of University material. Incumbents operate offset printing set-up & production equipment &/or operate offset or letter press printing machines to print production jobs of University material & operate peripheral/finishing equipment to complete production.

CLASS CONCEPT:

The class works under general supervision & requires considerable knowledge of graphic communication technology in order to operate offset printing set-up & production equipment &/or offset or letter press printing machines to print production jobs of University data, & operate peripheral printing/finishing equipment to complete production.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Operates offset printing set-up & production equipment (e.g., platemaker; personal computer; scanner; copy camera; laser printer; docutech) &/or offset or letter press printing machines for low to high volume printing jobs (e.g., black & white; color; multi-color; one or two-sided; envelopes) requiring close or less critical registration, reviews printing press material for registration (e.g., water ink balance; maintaining color between lines; vertical-horizontal alignment) & adjusts controls (e.g., pressure; ink flow; water) of printing machines to ensure good printing quality, mixes ink &/or chemicals to formulate desired results & operates peripheral printing/finishing equipment (e.g., sorters; duplicators; paper drills; laminator; poster maker; stapler; folders; platemakers; stitch, spiral, strip &/or glue binders; punch; paper cutters/trimmer; collators; shrink-wrap) to complete production.

Gathers supplies (e.g., paper, forms, ink) from storeroom necessary to complete job & stocks new supplies on shelves; records time for completion of printing phases (e.g., printing, folding, stapling); answers routine printing inquiries from customers; cleans parts & performs minor repairs to print shop equipment (e.g., offset or letter press printing machines, duplicators, binders).

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of graphic communication technology; printing equipment safety practices & procedures*. Skill in operation of offset printing set-up & production equipment &/or offset or letter printing machines; peripheral printing/finishing equipment (e.g., sorters, paper drills,

poster maker, stapler, stitch, spiral, strip &/or glue binders, paper cutters/trimmers, shrink-wrap, duplicators, folders, plate makers). Ability to carry out assigned tasks within noisy environment; understand mechanical procedures; work within deadlines; perform routine maintenance or print shop equipment.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED; minimum of one (1) year experience in operation of print equipment &/or graphic communication technology.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

PHYSICAL REQUIREMENTS: Ability to lift up to 50 lbs.

UNUSUAL WORKING CONDITIONS: Exposed to rapid & noisy printing press equipment, chemical fumes & ink stains.



Delivery Worker

Class Code:
53821-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Delivery Worker occupation is to transport materials & equipment from one point to another on scheduled routes.

CLASS CONCEPT:

The class works under general supervision & requires working knowledge of practices & procedures for pickup & delivery & storage of various materials & skill in operation of delivery vehicles in order to transport materials, provide assistance in warehouse & maintain delivery vehicles.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Loads & unloads vehicles & picks up & delivers various materials (e.g., food, supplies, furniture, payrolls, mail, laboratory specimens, books, laundry, parts, machinery) on scheduled routes.

Performs minor maintenance or schedules vehicle for maintenance (e.g., gas, oil, tires, battery, washing); checks merchandise & material on invoice for accountability; performs stockroom duties; assists in mailroom; maintains records of mail, equipment, supplies, cargo, delivery dates & other items as necessary.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of practices & procedures for pick up, delivery & storage of materials; arithmetic to include additions, subtraction, multiplication & division. Skill in operation of motor vehicles used for pick up & delivery. Ability to calculate whole numbers; accurately complete routine forms & records; read, copy & record figures precisely without error; deal with problems involving several variables; lift 50-100 pounds; demonstrate physical fitness.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED; minimum of one (1) year experience in pick up, delivery & storage of materials & a valid driver's license.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Requires travel; exposed to weather variations.

SERIES PURPOSE:

The purpose of the Locksmith occupation is to install, repair & replace locks & locking devices.

CLASS CONCEPT:

The class works under general supervision & requires considerable knowledge of locksmithing in order to install, repair & replace locks & locking devices.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Installs, repairs & replaces cylinder & key locks, door closers, panic bars &/or related locking hardware/devices, lubricates & adjusts locks & locking devices (e.g., changes combinations on safes; replaces tumblers &/or padlocks; repairs electronic locking devices; installs deadbolts; makes master locks & keys), makes new keys using various machinery (e.g., key duplicator, key cutter, grinder) for doors, cupboards, filing cabinets, medication cabinets & carts, fire alarm boxes & other items, maintains & repairs parts fabrication of locks in cell blocks, doors, cabinets &/or safes, & performs preventive maintenance on locks & doors (e.g., inspects locks for wear & malfunction; changes locking devices for security purposes; lubricates, aligns).

Operates personal computer to prepare & maintain work related records, documentation &/or reports (e.g., keeps records of all door locks within facility; maintains identification of keys; keeps records of keys issued; maintains inventory of parts, material & equipment needed & issued & prepares requisitions; prepares periodic reports & responds to information requests); repairs doors, frames &/or hinges if needed for lock repair; makes chits (i.e., identification tags) for employees, key rings, vehicles & other devices as needed.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of inventory control; safety practices & applicable code standards (e.g., first aid, CPR, building codes)*; agency policies & procedures (e.g., key & tool control, administrative rules)*. Skill in word processing or typing*; locksmithing; operation of related power tools & machinery (e.g., key duplicator, key cutter, grinder, electric circuit testers); operation of personal computer*. Ability to carry out instructions in written, oral or picture form; read & interpret trade manuals & security guidelines; maintain accurate records.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED: minimum of one (1) year experience in locksmithing; experience in inventory control.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

PHYSICAL REQUIREMENTS: Ability to lift &/or move up to 50 lbs.

UNUSUAL WORKING CONDITIONS: Works indoors & outdoors; exposed to dirt, dust, grease, unpleasant weather, hot & confined work areas, loud noises, high voltage, dangerous inmates or unpredictable behavior of patients; subject to burns, cuts, bruises & electrical shock; may work on ladder.



Maintenance Repair Worker 1

Class Code:
53112-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Maintenance Repair Worker occupation is to perform unskilled, semi-skilled & skilled maintenance repair. Duties may involve pipe fitting, boiler repairing, insulating, welding, machining, carpentry, repairing electrical or mechanical equipment, installing, aligning & balancing new equipment, & repairing buildings, floors or stairs. Incumbents perform semi-skilled & skilled maintenance repair.

CLASS CONCEPT:

The class works under general supervision & requires considerable knowledge of maintenance repair in order to perform variety of semi-skilled & skilled maintenance repair work (e.g., plumbing, carpentry & electrical).

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Performs skilled & semi-skilled maintenance, replacement, minor installation & repair of plumbing equipment (e.g., water & steam lines, sewer pipes, trap fittings, plumbing fixtures, pumps, regulators, valves, faucets, toilets, sinks, bathtubs, heating & air conditioning, piping, drinking fountains).

Performs skilled & semi-skilled maintenance, replacement, minor installation & repair of electrical equipment (e.g., light fixtures, electrical outlets, switches, motors, appliances, electrical circuits, emergency generator, fire alarms, intercoms, autoclaves, incubators, meters, fans, radios, televisions, meters).

Performs carpentry work involving skilled & semi-skilled maintenance, alteration &/or repair to buildings, equipment & wooden structures (e.g., doors, windows, walls, woodwork, floors, partitions, stairways, furniture, door closers); performs spot roof repair & installs security devices, locks & window air conditioners.

Assists in painting &/or performs minor painting of fixtures, rooms, buildings, signs & equipment; patches plaster & prepares surfaces for painting; assists in masonry work.

Operates machine tools & welding equipment in making repairs to metal parts & equipment; assists in repair & maintenance of interior & exterior maintenance equipment & other specialized equipment (e.g., laboratory equipment).

Performs exterior groundskeeping duties; removes snow & ice from sidewalks.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of safety practices & procedures pertaining to use of maintenance tools & equipment. Skill in building & equipment maintenance & repair (e.g., electrical, plumbing, carpentry, masonry, sheet metal, painting, plastering, steam fitting, refrigeration, heating & use of associated hand &/or power tools & equipment). Ability to apply principles to solve problems involving few variables within familiar context; read & understand simple sentences.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED; minimum of one (1) year experience in maintenance repair work (e.g., basic electricity, plumbing, carpentry, masonry repair & use of associated hand & power tools & equipment). Valid driver's license.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

PHYSICAL REQUIREMENTS: Ability to lift up to 100 pounds.

UNUSUAL WORKING CONDITIONS: May be exposed to high & low temperatures; may be exposed to weather; may work at considerable heights.



Maintenance Repair Worker 2

Class Code:
53113- U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Maintenance Repair Worker occupation is to perform unskilled, semi-skilled & skilled maintenance repair. Duties may involve pipe fitting, boiler repairing, insulating, welding, machining, carpentry, repairing electrical or mechanical equipment, installing, aligning & balancing new equipment, & repairing buildings, floors or stairs. Incumbents perform semi-skilled & skilled maintenance repair. Incumbents act as lead workers over lower-level maintenance repair workers, or other assigned staff in performance of semi-skilled & skilled maintenance repair work.

CLASS CONCEPT:

The class works under general direction & requires considerable knowledge of maintenance repair in order to act as lead worker over lower-level maintenance repair workers or other assigned staff in performance of semi-skilled & skilled maintenance repair work.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Serves as lead worker (e.g., provides work direction, training) over lower-level maintenance repair workers, or other assigned staff in performance of semi-skilled & skilled maintenance repair work.

Performs semi-skilled & skilled carpentry repairs (e.g., doors, locks cabinets, chairs, desks, floors, walls, windows, stairways, partitions).

Performs semi-skilled & skilled maintenance & repair of equipment (e.g., light fixtures, electrical outlets, switches, motors, appliances, electrical circuits, electrical components of heating & cooling systems, fans, radios).

Performs semi-skilled & skilled repair of plumbing equipment (e.g., water & steam lines, sewer pipes, trap fittings, plumbing fixtures, pumps, regulators, valves, faucets, toilets, sinks, bathtubs, heating, air conditioning).

Performs interior custodial duties (e.g., mops, sweeps, waxes floors, washes walls & windows); performs exterior groundskeeping duties; removes snow & ice from sidewalks.

On continuous basis, inspects buildings & equipment for needed repairs or replacements & performs systematic & routine preventive maintenance of assigned area.

Operates machine tools & welding equipment in making repairs to metal parts & equipment.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of safety practices & procedures pertaining to operation of hand & power tools; employee training & development*. Skill in building & equipment maintenance & repair (e.g., electrical, plumbing, carpentry, masonry, sheet metal, painting, plastering, steam fitting, refrigeration, heating & use of associated hand & power tools & equipment). Ability to apply procedures to solve problems involving few variables within familiar context; read & understand simple sentences; cooperate with co-workers on group projects.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED; minimum of two (2) years' experience in maintenance repair (e.g., basic electricity, plumbing, carpentry, masonry repair & use of associated hand & power tools & equipment). Valid driver's license.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION

AFTER EMPLOYMENT: Not applicable

PHYSICAL REQUIREMENTS: Ability to lift up to 100 pounds.

UNUSUAL WORKING CONDITIONS: May work evenings; may be exposed to high & low temperatures; may be exposed to weather.



Building Maintenance Supervisor

Class Code:
53131-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Building Maintenance Supervisor occupation is to supervise & manage building maintenance operations. Incumbents supervise workers engaged in general maintenance, general building maintenance, alteration &/or repair.

CLASS CONCEPT:

The class works under direction & requires considerable knowledge of building maintenance in order to supervise assigned building maintenance workers (e.g., maintenance repair workers) &/or miscellaneous maintenance workers (e.g., movers, laborers) engaged in general maintenance or general building maintenance, alteration &/or repair.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Supervises assigned building maintenance workers (e.g., maintenance repair workers) &/or miscellaneous maintenance workers (e.g., movers, laborers) engaged in general maintenance or general building maintenance, alteration &/or repair.

Estimates time, material & labor costs for specific jobs, maintains tool control & inventory of maintenance supplies & equipment; plans shifts & work schedules, keeps job records, prepares reports of work performed & notes progress of work done by outside contractors; assists in inspection & approval of completed projects; assumes superintendent's responsibilities in his/her absence & instructs &/or trains maintenance &/or custodial personnel.

Performs general building maintenance duties (e.g., alteration &/or repair, carpentry).

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of supervisory principles/techniques*; employee training & development*; inventory control*; safety practices pertaining to maintenance. Skill in building maintenance (e.g., electrical, plumbing, carpentry, masonry, sheet metal, painting, plastering, steam fitting, refrigeration, heating maintenance & repair & use of associated hand &/or power tools & equipment); use of hand &/or power tools & equipment used for care & maintenance of exterior grounds. Ability to understand system of mechanical procedures (e.g., wiring, plumbing, heating, carpentry); establish friendly atmosphere as supervisor; prepare meaningful, concise & accurate reports; read simple sentences; read & interpret blue prints.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED: minimum of two (2) years' experience in a combination of building maintenance & building maintenance repair (e.g., electrical, plumbing, carpentry, masonry, sheet metal, painting, plastering, steam fitting, refrigeration, heating; in reading blue prints & use of associated hand &/or power tools & equipment); experience in the use of hand &/or power tools & equipment used for care & maintenance of exterior grounds; valid driver's license.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

PHYSICAL REQUIREMENTS: Ability to lift 10-50 lbs.

UNUSUAL WORKING CONDITIONS: Works outside exposed to weather, dirt, odors, cuts & bruises.



Groundskeeper 1

Class Code:
53611- U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Groundskeeper 1 occupation is to provide year-round grounds keeping maintenance service to all outside grounds & property of the University. Incumbents perform routine, non-skilled grounds maintenance duties.

CLASS CONCEPT:

The class works under general supervision & requires knowledge of grounds keeping in order to perform routine, non-skilled grounds maintenance duties.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Performs routine, non-skilled grounds maintenance duties (e.g., plants, fertilizes, prunes & applies insecticides to lawns, shrubs & trees; applies top soil, grades surface & lays sod; mows & drags; lays out, limes & paints athletic fields; participates in forest management).

Cleans & repairs tools; services & repairs equipment including tractors, mowers, & backhoes; installs attachment on equipment; operates heavy equipment.

Performs routine grounds maintenance & general labor (e.g., removes snow & applies salt to ice; mows, weeds & cleans lawns & flower beds; maintains parking lots & streets; delivers supplies; assists with minor building constructions); may be required to perform routine building maintenance & custodial duties.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of addition, subtraction, multiplication & division; grounds maintenance; safety practices associated with use & operation of grounds maintenance equipment. Skill in operation of various types of grounds maintenance equipment (e.g., tractors, mowers, sprayers, sod cutters). Ability to carry out instructions in written, oral or picture form; deal with problems involving several variables in familiar context; demonstrate general physical fitness.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED; minimum of one (1) year experience in grounds maintenance. Valid driver's license required.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Pesticide applicator's license required if applying pesticides regulated by law.

UNUSUAL WORKING CONDITIONS: Works outside in all weather conditions; may work with potentially dangerous equipment & chemicals; may be on-call 24 hrs. per day, 7 days per week, during bad weather.



Groundskeeper 2

Class Code:
53612- U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Groundskeeper 2 occupation is to provide year-round grounds keeping maintenance service to all outside grounds & property of the University. Incumbents perform skilled & semi-skilled grounds maintenance duties.

CLASS CONCEPT:

The class works under general supervision & requires considerable knowledge of groundskeeping in order to perform skilled & semi-skilled grounds maintenance duties.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Performs skilled & semi-skilled grounds maintenance duties (e.g., plants, fertilizes, prunes & applies insecticides to lawns, shrubs & trees; applies top soil, grades surface & lays sod; mows & drags; lays out, limes & paints athletic fields; participates in forest management).

Cleans & repairs tools; services & repairs equipment including tractors, mowers, & backhoes; installs attachment on equipment; operates heavy equipment.

Performs routine grounds maintenance & general labor (e.g., removes snow & applies salt to ice; mows, weeds & cleans lawns & flower beds; maintains parking lots & streets; delivers supplies; assists with minor building constructions); may be required to perform routine building maintenance & custodial duties.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of addition, subtraction, multiplication & division; grounds maintenance; safety practices associated with use & operation of grounds maintenance equipment. Skill in operation of various types of grounds maintenance equipment (e.g., tractors, mowers, sprayers, sod cutters). Ability to carry out instructions in written, oral or picture form; deal with problems involving several variables in familiar context; demonstrate general physical fitness.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED; minimum of two (2) years' experience in grounds maintenance. Valid driver's license required.

PREFERRED CLASS QUALIFICATIONS FOR EMPLOYMENT:

Pesticide license in 6A & 8; experience in landscaping.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Pesticide applicator's license required if applying pesticides regulated by law.

UNUSUAL WORKING CONDITIONS: Works outside in all weather conditions; may work with potentially dangerous equipment & chemicals; may be on-call 24 hrs. per day, 7 days per week, during bad weather.

SERIES PURPOSE:

The purpose of the Groundskeeper 3 occupation is to provide year-round grounds keeping maintenance service to all outside grounds & property of the University. Incumbents perform skilled & semi-skilled grounds maintenance duties & serve as lead workers, providing work direction & training to lower-level groundskeepers.

CLASS CONCEPT:

The class works under direction & requires thorough knowledge of groundskeeping in order to act as lead worker over lower-level groundskeepers & participates in care, maintenance & renovation of grounds.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Serves as crew leader (e.g., provides work direction & training) over lower-level groundkeepers & maintenance repair workers; monitors works in regards to cleaning of walks, roads & parking areas through removal of ice, snow &/or litter.

Participates in propagation, grooming, maintenance, preparation, cultivation &/or other groundskeeping tasks required to care for turf, lawns, trees, shrubs &/or flowers (e.g., participates in herbicidal spraying; removes, installs & maintains plant materials; prunes, mulches, waters, applies insecticides, pesticides &/or fertilizers; transplants trees, mows lawns, plants & prepares flower beds, removes trash & leaves from grounds, trims hedges; repairs erosion problems).

Performs record keeping, documentation &/or reporting tasks (e.g., orders materials, supplies & equipment; keeps records of employees' use of time; maintains records regarding care & planting of trees, shrubs &/or flowers; informs supervisor of materials needed for planting, such as seeds, seedlings, trees, bulbs, plants, bushes & fertilizers).

Monitors subordinates &/or participates in maintenance & repair of equipment (e.g., landscape equipment), machinery, walks, roads, parking areas &/or shelters & performs other miscellaneous tasks as assigned (e.g., assists maintenance department workers in repair of water lines &/or electrical steam lines installed underground; assumes duties of supervisor in his/her absence; inspects contract projects of herbicidal spraying, tree removal or turf fertilization).

Cleans & repairs tools; services & repairs equipment including tractors, mowers, & backhoes; installs attachment on equipment; operates heavy equipment.

Performs routine grounds maintenance & general labor (e.g., removes snow & applies salt to ice; mows, weeds & cleans lawns & flower beds; maintains parking lots & streets; delivers supplies; assists with minor building constructions); may be required to perform routine building maintenance & custodial duties.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of supervisory principles/techniques*; employee training & development*; fractions, decimals & percentages. Skill in groundskeeping activities (e.g., applying sprays, planting, pruning, trimming, transplanting); use & operation of groundskeeping equipment (e.g., stump cutters, sprayers, sod cutters, pruning equipment, motorized &/or hand operated tree spades, power saws, tillers, mowers, seeders, spreaders, snow plows). Ability to interpret variety of instructions in written, oral or picture form; maintain accurate records; check pairs of items that are similar or dissimilar.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED; minimum of three (3) years' experience in groundskeeping activities & use of associated equipment (e.g., applying sprays, planting, transplanting, pruning, trimming, snow removal); knowledge in supervisor procedures/ techniques. Valid driver's license required.

PREFERRED CLASS QUALIFICATIONS FOR EMPLOYMENT:

Pesticide license in 6A & 8; experience in landscaping.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Pesticide applicator's license required if applying pesticides regulated by law.

UNUSUAL WORKING CONDITIONS: Works outside in all weather conditions; may work with potentially dangerous equipment & chemicals; may be on-call 24 hrs. per day, 7 days per week, during bad weather.



Mover

Class Code:
53832-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Mover occupation is to receive & deliver heavy materials & supplies & set up &/or erect variety of exhibit material & property & move & relocate furniture & equipment. Incumbents load, unload, deliver & store such items as furniture, display & office equipment, mail & small packages.

CLASS CONCEPT:

The class works under direction & requires considerable knowledge of safety practices for moving heavy materials & skill in operating equipment used for moving materials such as forklift & truck in order to provide work direction & training over student workers in moving activities & to plan, schedule & coordinate operations pertaining to moving materials, setting up &/or erecting exhibits & displays & receiving & delivering equipment, supplies & other materials.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Provides work direction & training over student workers involved in moving activities, plans, schedules, coordinates & assists in movement of variety of materials, supplies & property (e.g., moves & relocates furniture & equipment; moves, sets up or erects materials & exhibits for special events; operates equipment such as forklift).

Performs work related documentation activities (e.g., completes personnel, equipment & surplus property records; receives, stores & reassigns surplus property; works with inventory control specialist to record furniture & equipment movement & storage; writes work orders for movement of furniture & fixtures; maintains record of asset numbers); recommends policy & procedures pertaining to moving operations; conducts correspondence regarding salvageable equipment; schedules trucks & other equipment for repairs; serves as liaison during interchange of items between institutions.

Performs miscellaneous tasks (e.g., assists in general maintenance & repair of facilities & equipment; attends meetings; performs or directs groundskeeping activities; orders cleaning supplies; completes required reports).

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of employee training & development*; safety practices for moving heavy materials; inventory control; manpower planning*; public relations. Skill in equipment operation (e.g., forklift, truck). Ability to interpret variety of instructions orally & in writing; complete forms, records & reports; write routine business letters; demonstrate physical fitness.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED; minimum of one (1) year experience in moving heavy materials & equipment; experience in safety practices & procedures, operation of truck & forklift & inventory control; valid driver's license.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

PHYSICAL REQUIREMENTS: Ability to lift up to 100 lbs.

UNUSUAL WORKING CONDITIONS: Work involves lifting heavy items; may work outside exposed to all weather conditions; may be required to work evenings & weekends



Parking Facility Attendant

Class Code:
53841-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Parking Facilities Attendant occupation is to enforce parking rules & regulations, assist visitors to parking & proper destinations & monitor parking facilities for dangers.

CLASS CONCEPT:

The class works under general supervision & requires working knowledge of University's rules & procedures pertaining to parking facilities operation & security & general safety practices in order to provide security for parked cars & enforce parking rules & regulations.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Enforces parking rules & regulations; monitors vehicles for parking authorization; collects parking tickets & fees; provides security for parked vehicles & issues citations for parking violations; directs visitors to proper destinations & provides information to drivers.

Directs parking & traffic for special events (e.g., football & basketball games). Assists in preparation for events & daily operations (e.g. sets up signs, cones, hoses & other related materials).

Assists in minor repairs to equipment.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of University policies & procedures pertaining to parking facility ticketing & security; public relations; addition & subtraction. Ability to deal with problems involving few variables within familiar context; carry out simple instructions; read, copy & record figures; demonstrate physical fitness.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High school diploma or GED; minimum of 3 months experience in customer service &/or public relations. Must have a valid driver's license.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: May work outside exposed to all weather conditions.



Parking Facility Supervisor

Class Code:
53845-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Parking Facilities Supervisor occupation is to enforce parking rules & regulations, assist visitors to parking & proper destinations & monitor parking facilities for dangers. Incumbents supervise parking facilities attendants, provide parking facilities security & complete related records.

CLASS CONCEPT:

The class works under direction & requires considerable knowledge of University's parking facilities ticketing & security policies & procedures & general safety practices in order to supervise parking facilities attendants involved in ticketing & enforcing parking rules & regulations.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Supervises full-time and student attendants on regular shift and during special events: assigns and monitors tasks; reassigns attendants as needed; assists with problems. Coordinates and directs traffic and parking for special events (e.g., football/basketball games, concerts, etc.).

Enforces parking rules and regulations; monitors vehicles for parking authorization; issues parking violations; inspects parking facilities. Provides information and assistance to visitors. Assists drivers with vehicle problems and responds to complaints. Coordinates and conducts training for student parking attendants.

Checks parking lots and decks for prowlers, fire, water leakage, and other potential problems.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of University policies & procedures pertaining to parking facility ticketing & security; public relations; addition & subtraction; office practices & procedures*. Skill in operation of walkie-talkie, cash register & computer system. Ability to deal with problems involving few variables within familiar context; carry out simple instructions; read, copy & record figures; demonstrate physical fitness.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High school diploma or GED; minimum of one (1) year experience in parking facility ticketing & security procedures; experience in public relations. Must have a valid driver's license.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: May work outside exposed to all weather conditions.



Boiler Technician & Maintenance Repair Worker

Class Code:
54533-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Boiler Technician & Maintenance Repair Worker occupation is to operate & maintain boilers to supply heat & air conditioning for the University as well as perform semi-skilled & skilled maintenance repair. Duties may involve pipe fitting; boiler repairing; insulating; welding; machining; carpentry; repairing electrical or mechanical equipment; installing, aligning & balancing new equipment; & repairing buildings, floors or stairs.

CLASS CONCEPT:

The class works under direction & requires considerable knowledge of boiler operation procedures in order to operate boilers & related mechanical equipment & considerable knowledge of maintenance repair in order to perform a variety of semi-skilled & skilled maintenance repair work (e.g., plumbing, carpentry & electrical).

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Operates boilers & related mechanical equipment, reads gauges, checks equipment for proper functioning & maintains logs.

Provides work direction & training over lower-level Boiler Technicians in the repair, maintenance & operation of boiler & related mechanical equipment.

Makes rounds of reading gauges, adjusting equipment & observing operation of equipment; starts, stops & changes over-generating equipment as needed.

Keeps logs, recording gauge readings; performs chemistry checks (i.e. titrate samples, PH levels), maintains inventory of parts & supplies; performs maintenance of area around boiler

Performs skilled & semi-skilled maintenance, replacement, minor installation & repair of plumbing equipment (e.g., water & steam lines, sewer pipes, trap fittings, plumbing fixtures, pumps, regulators, valves, faucets, toilets, sinks, bathtubs, heating & air conditioning, piping, drinking fountains).

Performs skilled & semi-skilled maintenance, replacement, minor installation & repair of electrical equipment (e.g., light fixtures, electrical outlets, switches, motors, appliances, electrical circuits, emergency generator, fire alarms, intercoms, autoclaves, incubators, meters, fans, radios, televisions, meters).

Performs carpentry work involving skilled & semi-skilled maintenance, alteration &/or repair to buildings, equipment & wooden structures (e.g., doors, windows, walls, woodwork, floors,

partitions, stairways, furniture, door closers); performs spot roof repair & installs security devices, locks & window air conditioners.

Assists in painting &/or performs minor painting of fixtures, rooms, buildings, signs & equipment; patches plaster & prepares surfaces for painting; assists in masonry work. Operates machine tools & welding equipment in making repairs to metal parts & equipment; assists in repair & maintenance of interior & exterior maintenance equipment & other specialized equipment (e.g. laboratory equipment); performs minor vehicle repairs & maintenance (e.g., changes oil & filter, checks transmission fluid, tire air pressure).

Performs interior custodial duties (e.g., mops, sweeps, waxes floors, washes wall & windows); performs exterior groundskeeping duties; removes snow & ice from sidewalks.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of safety practices & procedures in boiler operation & pertaining to use of maintenance tools & equipment; safety practices in relation to handling of pesticides, acids & petroleum products*, addition & subtraction. Skill in operation of boiler equipment, building & equipment maintenance & repair (e.g., electrical, plumbing, carpentry, masonry, sheet metal, painting, plastering, steam fitting, refrigeration, heating & use of associated hand &/or power tools & equipment); operation of hand & power tools. Ability to understand system of mechanical procedures; understand technical manuals; work alone on most tasks; use limbs, fingers or hands to operate equipment, machinery or tools; stand, bend or walk for long periods of time. Ability to apply principles to solve problems involving few variables within familiar context; read & understand simple sentences with common vocabulary; lift 10 to 100 pounds.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED & a minimum of one (1) year training or experience in maintenance repair work (e.g., basic electricity, plumbing, carpentry, masonry repair & use of associated hand & power tools & equipment).

Advanced working knowledge of Commercial/ Industrial HVAC. Commercial/ Industrial HVAC includes 25 horsepower or greater boilers, chillers providing 100 tons or more of cooling, & air handling units providing greater than 30,000 CFM's & experience with Direct Digital Controls (DDC); must possess current & valid U.S. driver's license.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Certificate of Completion- Boiler Room Essentials- Full Steam Ahead.*

(*) Developed after employment.

UNUSUAL WORKING CONDITIONS: Exposed to dirt, high & low temperatures, loud noise & dangerous equipment; may work in tight or confined area; may work outside in unpleasant conditions.



Boiler & Air Quality Technician

Class Code:
54534-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Boiler & Air Quality Technician occupation is to operate & maintain boilers to supply heat & air conditioning for the University as well as repair maintain & install air conditioning, refrigeration & heating equipment (HVAC) in order to regulate the climatic conditions of facilities. Incumbents may provide work direction & training in the repair, maintenance & operation of boiler & related mechanical equipment & repair, inspection, maintenance & installation of air conditioning, refrigeration & heating equipment & systems.

CLASS CONCEPT:

The class works under direction & requires considerable knowledge of boiler operation procedures in order to operate boilers & related mechanical equipment & thorough knowledge of air conditioning, refrigeration & heating technology, its processes, & blueprint reading in order to perform repair, preventative maintenance & skilled installation on air conditioning refrigeration & heating equipment.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Operates boilers & related mechanical equipment, reads gauges, checks equipment for proper functioning & maintains logs.

May provide work direction & training in the repair, maintenance & operation of boiler & related mechanical equipment & repair, inspection, maintenance & installation of air conditioning, refrigeration & heating equipment & systems & in some cases, also establishes preventative maintenance schedules.

Makes rounds of reading gauges, adjusting equipment & observing operation of equipment; starts, stops & changes over-generating equipment as needed.

Keeps logs, recording gauge readings; performs chemistry checks (i.e. titrate samples, PH levels), maintains inventory of parts & supplies; performs maintenance of area around boiler.

Repairs air conditioning & heating units & systems, refrigeration systems, pneumatic controls, steam traps, pressure regulators, steam separators, pumps, fans & motors & related heating, cooling & refrigeration equipment & periodically overhauls air conditioning & heating systems.

Inspects air conditioning, refrigeration & heating systems & perform preventive maintenance (e.g. cleans or changes filters, lubricates motors, tightens belts) to ensure serviceable condition of systems.

Installs air conditioning (i.e., window & central systems) & heating units & installs piping, pumps, motors & refrigeration systems.

Assists trade personnel (e.g., plumber, carpenter, electricians) &/or contractors in maintenance repairs &/or performs building maintenance & trade tasks; performs maintenance & repair of fire alarm system; orders &/or picks up parts; obtains price quotes/bids; maintains required reports & records; maintains equipment (e.g., manifold gauges, hand tools, power equipment, leak scanner); operates snow & ice removal & grass cutting equipment; attends required meetings & training.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of boiler operation safety practices & procedures. Skill in operation of boiler equipment; operation of hand & power tools. Ability to understand system of mechanical procedures; understand technical manuals; work alone on most tasks; use limbs, fingers or hands to operate equipment, machinery or tools; stand, bend or walk for long periods of time. Knowledge of air conditioning, refrigeration & heating technology; blueprint reading (schematics & wire diagrams); local, state & federal regulations (i.e. electrical codes & OSHA standards), policies & procedures; addition, subtraction, multiplication & division. Skill in heating, ventilation, air conditioning & refrigeration maintenance, repair & installation; minor welding operation*. Ability to recognize unusual or threatening conditions & take appropriate action; interpret variety of instructions in written, oral, picture or schedule form; lift up to 50 lbs.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED; advanced working knowledge of Commercial/ Industrial HVAC. Commercial/ Industrial HVAC includes 25 horsepower or greater boilers, chillers providing 100 tons or more of cooling, & air handling units providing greater than 30,000 CFM's & experience with Direct Digital Controls (DDC).

Appropriate certification as "technician" issued by EPA approved certifying organization per Section 608 of Clean Air Act; must possess current & valid U.S. driver's license.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Certificate of Completion- Boiler Room Essentials- Full Steam Ahead.*

(*) Developed after employment.

PHYSICAL REQUIREMENTS: Ability to lift up to 50 lbs.

UNUSUAL WORKING CONDITIONS: Exposed to dirt, high & low temperatures, loud noise & dangerous equipment; may work in tight or confined area; may work outside in unpleasant conditions.



Boiler Technician & Plumber

Class Code:
54535-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Boiler Technician & Plumber occupation is to operate & maintain boilers to supply heat & air conditioning for the University as well as install, modify & repair utility, supply & disposal systems, fixtures, fittings & equipment such as sewage, water, gas & oil lines, compressed air, vacuum & acid systems, water closets, water heaters, hydrants, valves & pumps. Incumbents may provide work direction & training in the repair, maintenance & operation of boiler & related mechanical equipment & plumbing work.

CLASS CONCEPT:

The class works under direction & requires considerable knowledge of boiler operation procedures in order to operate boilers & related mechanical equipment & thorough knowledge of & skill in the plumbing trade in order to install new plumbing, repair plumbing equipment & maintain facilities & equipment.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Operates boilers & related mechanical equipment, reads gauges, checks equipment for proper functioning & maintains logs.

May provide work direction & training in the repair, maintenance & operation of boiler & related mechanical equipment & plumbing work.

Makes rounds of reading gauges, adjusting equipment & observing operation of equipment; starts, stops & changes over-generating equipment as needed.

Keeps logs, recording gauge readings; performs chemistry checks (i.e. titrate samples, PH levels), maintains inventory of parts & supplies; performs maintenance of area around boiler.

Installs, modified & repairs new & existing plumbing (e.g. unclogs commodes, sinks & sewage lines, replaces traps, valves & thermostats; installs water, steam & gas lines) & maintains building facilities & equipment (e.g. checks pipes, plumbing & fixtures for signs of corrosion &/or checks & lubricates pumps & valves & changes filters; makes minor repairs on streamlines).

Performs support duties related to plumbing (e.g., orders supplies, materials & equipment, reads blueprints, prepares job estimates, maintains job records & prepares reports).

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of boiler operation safety practices & procedures. Skill in operation of boiler equipment; operation of hand & power tools. Ability to understand system of mechanical procedures; understand technical manuals; work alone on most tasks; use limbs, fingers or hands to operate equipment, machinery or tools; stand, bend or walk continuously for long periods of time. Knowledge of plumbing trade; safety practices; employee training*; fractions & percentages. Skill in plumbing trade; use of plumbing tools & associated equipment. Ability to apply principles to solve practical, everyday problems; read technical manuals, work instructions & blueprints; lift up to 100 lbs. repeatedly; move whole body in continuous or heavy labor.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED & a minimum of two (2) years verifiable work experience in plumbing under supervision of experienced plumber; advanced working knowledge of Commercial/ Industrial HVAC. Commercial/ Industrial HVAC includes 25 horsepower or greater boilers, chillers providing 100 tons or more of cooling, & air handling units providing greater than 30,000 CFM's & experience with Direct Digital Controls (DDC); must possess current & valid U.S. driver's license.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Certificate of Completion- Boiler Room Essentials- Full Steam Ahead.*

(*) Developed after employment.

PHYSICAL REQUIREMENTS: Stand, walk & bend continuously; lift up to 100 lbs. repeatedly.

UNUSUAL WORKING CONDITIONS: Exposed to dirt, dust, grease, high & low temperatures, loud noise, excrement & hot & confined work area; may work outside in unpleasant conditions; may work on scaffolding or extension ladders.



Boiler & Building Maintenance Technician

Class Code:
54536-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Boiler & Building Maintenance Technician occupation is to operate & maintain boilers to supply heat & air conditioning for the University as well as supervise & manage building maintenance operations. Incumbents may provide work direction & training in the repair, maintenance & operation of boiler & related mechanical equipment, general maintenance, & general building maintenance alteration &/or repair.

CLASS CONCEPT:

The class works under direction from supervisor/manager/administrator & requires considerable knowledge of boiler operation procedures in order to operate boilers & related mechanical equipment & considerable knowledge of building maintenance in order to supervise assigned building maintenance workers (e.g., maintenance repair workers) or equipment operation workers (e.g., equipment operators) &/or miscellaneous maintenance workers (e.g., movers, laborers) engaged in general maintenance or general building maintenance, alteration &/or repair.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Operates boilers & related mechanical equipment, reads gauges, checks equipment for proper functioning & maintains logs.

May provide work direction & training in the repair, maintenance & operation of boiler & related mechanical equipment, general maintenance, & general building maintenance alteration &/or repair.

Makes rounds of reading gauges, adjusting equipment & observing operation of equipment; starts, stops & changes over-generating equipment as needed.

Keeps logs, recording gauge readings; performs chemistry checks (i.e. titrate samples, PH levels), maintains inventory of parts & supplies; performs maintenance of area around boiler

Supervises assigned building maintenance workers (e.g., maintenance repair workers) or equipment operation workers (e.g., equipment operators) &/or miscellaneous maintenance workers (e.g., movers, laborers) engaged in general maintenance or general building maintenance, alteration &/or repair;

Estimates time, material & labor costs for specific jobs, maintains tool control & inventory of maintenance supplies & equipment; plans shifts & work schedules, keeps job records,

prepares reports of work performed & notes progress of work done by outside contractors; assists in inspection & approval of completed projects; assumes superintendent's responsibilities in his/her absence & instructs &/or trains maintenance &/or custodial personnel.

Performs general building maintenance duties (e.g., alteration &/or repair, carpentry).

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of boiler operation safety practices & procedures. Skill in operation of boiler equipment; operation of hand &/or power tools & equipment used for care & maintenance of exterior grounds. Ability to understand system of mechanical procedures (e.g., wiring, plumbing, heating, carpentry); understand technical manuals; work alone on most tasks; use limbs, fingers or hands to operate equipment, machinery or tools; stand, bend or walk for long periods of time. Knowledge of addition & subtraction; supervisory principles/techniques*; employee training & development*; inventory control*; safety practices pertaining to maintenance. Skill in building maintenance (e.g., electrical, plumbing, carpentry, masonry, sheet metal, painting, plastering, steam fitting, refrigeration, heating maintenance & repair & use of associated hand &/or power tools & equipment); establish friendly atmosphere as supervisor; prepare meaningful, concise & accurate reports; read simple sentences; read & interpret blue prints; demonstrate dexterity & skillful use of hands; lift 10-50 lbs.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED & a minimum of two (2) years training or experience in a combination of building maintenance & building maintenance repair (e.g., electrical, plumbing, carpentry, masonry, sheet metal, painting, plastering, steam fitting, refrigeration, heating; in reading blue prints & use of associated hand &/or power tools & equipment); training or experience in the use of hand &/or power tools & equipment used for care & maintenance of exterior grounds.

Advanced working knowledge of Commercial/ Industrial HVAC. Commercial/ Industrial HVAC includes 25 horsepower or greater boilers, chillers providing 100 tons or more of cooling, & air handling units providing greater than 30,000 CFM's & experience with Direct Digital Controls (DDC); must possess current & valid U.S. driver's license.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Certificate of Completion- Boiler Room Essentials- Full Steam Ahead.*

(*) Developed after employment.

UNUSUAL WORKING CONDITIONS: Exposed to dirt, odors, cuts, bruise, high & low temperatures, loud noise & dangerous equipment; may work in tight or confined area; may work outside in unpleasant conditions.



Administrative Assistant 1

Class Code:
63121- U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Administrative Assistant 1 occupation is to perform a variety of clerical, procedural & administrative tasks as principal clerical & administrative support position for supervisor &/or office staff. Incumbents relieve superior of routine & administrative duties. Typically reports to Management (i.e. Chairs, Department or Division Directors or Managers)

CLASS CONCEPT:

The class works under general supervision & requires considerable knowledge of policies & procedures regarding program activities of the unit in order to relieve superior of routine administrative duties, makes recommendations regarding program activities & assists in developing new procedures related to established program policy.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Relieves superior of routine administrative duties, makes recommendations regarding program activities, researches & analyzes materials, information & programs, provides technical information & advice to administrators to aid in decision making, assists in developing new procedures related to established program policy, serves as liaison between administrator & subordinates, transmits decisions & directives & represents administrator at meetings & conferences.

Manages business functions of administrator's office; prepares & monitors budgets; prepares payroll; processes bills/invoices for payment; purchases supplies & equipment; keeps fiscal & personnel records; interviews & supervises students.

Performs public relations duties; researches & responds to inquiries & complaints; furnishes information & explains programs to public; works on special assignments & projects as directed; prepares reports, publications, memos & presentations for dissemination outside work unit.

Serves as lead worker over office support staff (i.e. students, interns, graduate assistants) by coordinating work activities & participating in training & evaluation on a daily basis.

Produces typed copy, to include formatting or assisting in formatting, from standard or confidential written, dictated or oral instructions & proofreads work; prepares correspondence &/or reports.

Performs other clerical duties, which may include but are not limited to the following: maintains files; receives, opens, logs, & distributes incoming mail; answers phone & screens calls; greets

& directs visitors; maintains inventory of general office supplies & places orders as necessary; prepares materials for mailing; prepares payroll reports &/or timesheets; maintains calendar & schedules meetings; makes travel arrangements for supervisor & office staff; takes & transcribes dictation &/or minutes of meetings.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of policies & procedures regarding assigned unit*; general office practices & procedures; public relations; budgeting, supervisory principles/techniques*, office management, English grammar & composition; arithmetic that includes addition, subtraction, multiplication & division; Skill in operation of personal computer, office equipment & software applications (e.g. calculators, copier, fax, Microsoft Office, Internet navigation); Ability to gather, collate & classify information according to established methods; cooperate with co-workers on projects; prepare & deliver presentations; write directives, memos & other publications; define problems, collect data, establish facts & draw valid conclusions; handle sensitive contacts with public & other work units.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of Associate Degree in business administration, management science, public administration, or a related field; or minimum of two (2) years' experience in secretarial/ administrative professional field to include office management, public relations, budgeting, &/or supervisory principles/ techniques. Strong typing & computer skills; knowledge of Microsoft Office (Word, Excel) & database capabilities. Good communication skills, organizational skills, & attention to detail.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not Applicable

UNUSUAL WORKING CONDITIONS: Not Applicable



Administrative Assistant 2

Class Code:
63122- U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Administrative Assistant 2 occupation is to perform a variety of clerical, procedural & administrative tasks as principal clerical & administrative support position for supervisor &/or office staff. Incumbents perform non-routine administrative tasks & provide secretarial support for the office or perform non-routine administrative tasks & act as lead worker over lower-level administrative &/or office support staff. Typically reports to Senior Leadership (i.e. Dean, Department or Division Head).

CLASS CONCEPT:

The class works under direction & requires considerable knowledge of administrative policies & procedures, clerical & secretarial procedures in order to provide secretarial & non-routine administrative support (i.e. independently formulates decisions &/or judgments involving non-legal interpretation of policies & procedures as they would apply to given situation to resolve problems, to prepare correspondence &/or reports or to carry out other assignments) & if assigned, acts as lead worker over lower-level administrative assistants & secretaries.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Performs non-routine administrative tasks (i.e., independently formulates decisions &/or judgments involving non-legal interpretation of policies & procedures as they would apply to given situation to resolve problems, prepare correspondence &/or reports or to carry out other assignments).

Manages business functions of administrator's office; duties may include but are not limited to the following: responds to correspondence; represents supervisor at meetings or conferences with other agencies; prepares & monitors budgets; researches & prepares data for budget inclusion; assists in writing budget justification; monitors spending & maintains fiscal records; reviews & summarizes fiscal, operational &/or personnel reports; prepares payroll; processes bills/invoices for payment; purchases supplies & equipment; keeps fiscal & personnel records; performs personnel functions such as screening job applicants in face to face interviews; interviews & supervises students; communicates decisions, directives &/or assignments to appropriate staff; represents unit on committees; organizes conferences; coordinates acquisition & maintenance of office machines such as telephones, copier, &/or computers) & if assigned, acts as lead worker over lower-level administrative assistants & secretaries.

Performs public relations duties; researches & responds to inquiries & complaints; furnishes information & explains programs to public; works on special assignments & projects as directed; prepares reports, publications, memos & presentations for dissemination outside the department.

Performs other clerical duties, which may include but are not limited to the following: prepares confidential correspondence &/or reports; maintains confidential files; maintains calendar & schedules meetings; makes travel arrangements for supervisor & office staff; takes & transcribes dictation &/or minutes of meetings; prepares payroll reports &/or timesheets; prepares records retention & disposal schedules & arranges record transfers; handles sensitive telephone calls; channels calls to appropriate parties for response; receives, opens, logs, & distributes incoming mail; answers phone & screens calls; greets & directs visitors; maintains inventory of general office supplies & places orders as necessary; prepares materials for mailing.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of policies & procedures regarding assigned unit*; general office practices & procedures; public relations; budgeting, supervisory principles/techniques*, office management, English grammar & composition; arithmetic that includes addition, subtraction, multiplication & division; Skill in operation of personal computer, office equipment & software applications (e.g. calculators, copier, fax, Microsoft Office, Internet navigation); Ability to gather, collate & classify information according to established methods; cooperate with co-workers on projects; prepare & deliver presentations; write directives, memos & other publications; define problems, collect data, establish facts & draw valid conclusions; handle sensitive contacts with public & other work units.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of Associate Degree in business administration, management science, public administration, or a related field; or minimum of three (3) years' experience in secretarial/ administrative professional field to include office management, public relations, budgeting, &/or supervisory principles/ techniques. Strong typing & computer skills; knowledge of Microsoft Office (Word, Excel) & database capabilities. Good communication skills, organizational skills, & attention to detail.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not Applicable

UNUSUAL WORKING CONDITIONS: Not Applicable



Records Management Specialist

Class Code:
63271-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Records Management Specialist occupation is to maintain & update records & files associated with building construction & maintenance. Incumbents create & implement a system of data collection & records maintenance & acts as lead worker over assigned clerical personnel.

CLASS CONCEPT:

The full performance level class works under general supervision & requires considerable knowledge in records management in order to create & implement a system of data collection & records maintenance & acts as lead worker over assigned clerical personnel involved in records maintenance activities.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Independently manages a system of data collection & records maintenance for office;

Acts as lead worker over clerical staff assigned (e.g., establishes procedures for maintenance & storage of records; maintains inventory of records; controls distribution of records).

Maintains & submits bi-annual & annual files & reports; maintains changes due to construction or remodeling & departmental/administrative changes; maintains changes due to the elimination of buildings, new construction, ownership or lease status, physical condition, functional condition & replacement values.

Works with the Associate Director & University Architect to determine any space changes which affect the POM component of the instructional subsidy earnings for the operating budget recommendations.

Calculates all classroom & lab capacities & maintain data in Banner & maintains square footage for all buildings on campus; maintains the Building & Facilities Code Files & campus floor plans; updates plans as needed; maintains floor plan books; copies material as necessary.

Assists in developing preliminary plans for construction, renovation, & restoration; design details & alterations to plans independently & in cooperation with other staff engineers or architects; takes field measurements, sketches & notes for developing preliminary plans; prints &/or plots drawings.

Prepares proposed & final plans under supervision of architect or staff engineers for bid projects; prepares reports, memos, publications & color graphics for presentations using applicable software.

Maintains, removes, & installs all campus interior & exterior signage as well as lettering for vehicles & equipment; layouts plexi-glass & window signs & letter signs using vinyl cutting software; layouts signage as required.

Responds to inquiries & requests for information; maintains communication with various departments &/or institutions &/or other governmental sectors for purpose of obtaining & distributing information & carrying out records maintenance responsibilities; advises department administrators & personnel concerning data collection & records maintenance.

Performs related administrative & clerical duties (e.g., answer front door & telephones; gives out keys; takes messages; radios & pages necessary area regarding requests or emergencies; prepares reports & correspondence; maintains inventory of supplies; sorts & distributes mail; orders supplies; works on special projects as requested).

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of records management; computer entry*; electronic records storage systems*; laws, rules & procedures for retention, destruction & distribution of records*; supervisory principles/techniques*; employee training & development*; public relations; fractions, decimals & percentages. Ability to apply principles to solve practical, everyday problems; gather, collate & classify information about data, people or things; write routine business letters reflecting standard procedures; prepare meaningful, concise & accurate reports; handle sensitive inquiries from & contacts with officials & general public.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED; minimum of one (1) year experience in records management, public relations or business communications with emphasis on writing letters & oral communication.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Not applicable



Programmer/Analyst 4

Class Code:
64114-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Programmer/Analyst 4 occupation is to design & write new &/or modify existing computer programs in order to facilitate goals & meet information & automation needs of the University.

CLASS CONCEPT:

The class works under general supervision & requires thorough knowledge of computer systems analysis & programming standards & methods in order to write new &/or modify large & complex computer programs, apply university policies & procedures, & provide customer service.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Writes new &/or modifies existing large & complex computer programs; utilizes high-level computer language on independent basis; designs logical flow of programs & sequential or index files; debugs & tests program adequacy; performs program functions with program utilities; tests computer-generated outputs; writes job control language to create program parameters &/or to execute programs; writes program documentation & writes user documentation &/or instruction manuals.

Analyzes & designs small or simple computer systems or portions of larger systems with some assistance from higher-level programmer/analyst or supervisor; analyzes user needs & existing functions; analyzes hardware & software alternatives & recommends selection to higher level authority; writes system documentation &/or designs database files.

Provides technical computer assistance/information to users, lower-level programmers &/or other staff; troubleshoots computer-related problems (e.g. incorrect output, hardware failures); performs routine maintenance &/or minor repairs to computer-related equipment (e.g. printers, cables) &/or installs equipment; trains users in use of programs & coordinates work with data entry &/or production staff.

Attends seminars &/or classes for computer programming-related training; researches & refers to programming standards manuals or technical computer documentation to assist in program development, system design &/or problem-solving & attends meetings to discuss projects, policies &/or procedures; assists lower-level programmer/analysts in computer programming.

Perform other duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of high-level language computer programming; computer systems analysis & design*; computer hardware systems; algebra. Skill in operation of computer terminal & peripheral equipment (e.g. printers, modems). Ability to interpret a variety of technical computer manuals & documentation; write computer programs & system documentation & instruction manuals; communicate verbally on technical & non-technical matters; gather, collate & classify information about data, people or things; cooperate with others on group projects.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of associate degree program in computer science or related field & a minimum of one (1) year training or experience in writing &/or modifying, testing & debugging simple/elementary computer programs of various size using high-level language.

PREFERRED QUALIFICATIONS FOR EMPLOYMENT:

Completion of Bachelor degree in computer science or related field; knowledge of high-level computer programming languages, frameworks & software specific to web-application development; LINUX & Windows skills; demonstrated skill with application frameworks including Groovy & Grails; working knowledge of Banner/Oracle ERP software environment.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Work involves operation of computer terminal for long periods of time; overtime may be required.



Web Programmer

Class Code:
64117-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Web Programmer occupation is to develop & program university websites utilizing HTML, CSS, Javascript, jQuery & PHP within the frameworks, best practices, policies & restraints of the University & its Content Management System (CMS).

CLASS CONCEPT:

The class works under general supervision, plans, develops, implements & supports standards based pages/ features/ sections/ sites within Youngstown State's Content Management Systems.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Develops specifications & standards based on existing policy, environment & technical restraints.

Tests new development to ensure successful software deployment; deploys new production ready pages/ features/ sections/ sites.

Monitors, researches & suggests system standards, upgrades, updates, features & conventions to be utilized by web development team.

Monitors open source code bases to know when custom development is necessary.

Researches & maintains knowledge on trends in CSS, responsive design, Javascript, jQuery, accessibility, page development, SEO, predictive search, version control, & other industry standards.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of Website development using a PHP/MySQL or equivalent language/database experience; application programming interface (API), experience using Git & GitLab for Drupal code development; knowledge or experience with portal systems, excellent written & verbal communication skills & the ability to work well in diverse teams.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of Associate degree in Computer Science, Management Information Systems or

related field & minimum of two (2) years' experience in web-based application development or

Completion of Bachelor degree in Computer Science, Management Information Systems or related field & a minimum of one (1) year web-based application development experience
Computer & technical skills, including Microsoft Word & Excel, dynamic website development using HTML & modern CSS techniques.

PREFERRED CLASS QUALIFICATIONS FOR EMPLOYMENT:

Demonstrated experience with Content Management Systems, in particular open source PHP/MySQL based systems like Drupal; experience developing themes & modules in Drupal or equivalent; experience converting static HTML legacy sites into dynamic database driven systems; experience in version control of code bases; experience in a three-tiered development, development, test/staging & production environment; expertise with javascript, jquery, ajax, or other dynamic web techniques; LAMP configuration experience; server performance tuning; experience with configuring & maintaining portal software.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Not applicable

SERIES PURPOSE:

The purpose of the Systems Analyst 1 occupation is to analyze & design computer systems. Incumbents analyze & design small, large &/or complex computer systems, assist in developing policies & procedures related to the use of information system technology & carries out related functions.

CLASS CONCEPT:

The class works under immediate supervision & requires working knowledge of computer science & computer systems analysis in order to analyze & design small &/or simple computer systems with assistance from higher level systems analysts & development of policies relating to use of information systems technology & carry out related functions.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Works directly with users, either independently or in lead role, provides systems analysis for ERP solution and other business applications; meets with functional and technical staff to determine information needs, performs requirements analysis, and determines feasibility and cost benefits of proposed systems and enhancements including estimates of time, cost, supplies, and personnel; develops detailed specifications.

Designs, develops, and maintains applications and reports supporting the University's ERP solution, custom applications, reports, and interfaces for secure access; develops solutions in compliance with established standards utilizing supported development tools, languages, data structures, and methodologies; designs test procedures and performs systems tests; develops and maintains technical and functional documentation; provides training, consulting, and technical assistance; evaluates system performance.

Maintains a high level of proficiency with installed applications including third-party components; serves as administrator as well as both functional and technical contact for one or more installed components.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of computer science; computer systems analysis & design; high level language computer programming; computer hardware systems. Skill in operation of computer terminal & peripheral equipment (i.e. printers, modems). Ability to interpret variety of technical

computer manuals & documentation; write programming specifications & system documentation; communicates verbally on technical & non-technical matters.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of Associate degree in computer science or related field and a minimum of one (1) year experience in writing &/or modifying, testing & debugging full range of computer programs using high-level & assembler languages &/or in system analysis or design.

PREFERRED QUALIFICATIONS FOR EMPLOYMENT:

Completion of Bachelor degree in computer science or related field; knowledge of high-level computer programming languages, frameworks & software specific to web-application development; LINUX & Windows skills; demonstrated skill with application frameworks including Groovy & Grails; working knowledge of Banner/Oracle ERP software environment.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Not applicable

SERIES PURPOSE:

The purpose of the Systems Analyst 2 occupation is to analyze & design computer systems. Incumbents analyze & design small, large &/or complex computer systems, assist in developing policies & procedures related to the use of information system technology & carries out related functions.

CLASS CONCEPT:

The class works under general supervision & requires considerable knowledge of computer science & computer systems analysis in order to analyze & design small &/or simple computer systems with assistance from higher level systems analysts & development of policies relating to use of information systems technology & carry out related functions.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Analyzes and designs large and/or complex computer systems; Provides technical direction and support for assigned application systems; meets with project requester and related parties to determine specific functional requirements; prepares detailed analysis of proposed system solutions including field/file definitions, new program specifications, existing program modifications, design of input/output forms, design of application interfaces, definition of user procedures, identification of required hardware and software, and definition of system authority and backup procedures.

Exercises system functions and interfaces through proper testing; reviews production failures as assigned, determines appropriate corrective action, and makes necessary modifications or assigns changes as necessary. Prepares written system definition document including estimates identifying scope of project; assists in development of test data for program and system validation. Based on project assignments, provides technical direction to systems analysts, programmer/analysts, and student interns; provides input to employee evaluations; when requested to represent supervisor as necessary signs time sheets, leave requests, etc.

Completes and/or assigns detailed project tasks; reviews programmers' status, test results, documentation, and time reporting; answers programmers' questions regarding assignments. Recommends, implements, and ensures the use of development standards, utilizes standard utilities, programming languages, and data structures in developing and maintaining application systems. Prepares project schedule and estimates for individual project tasks; coordinates production implementation of system; conducts presentations to end-users, staff,

and management as assigned. Reports project time to immediate supervisor on weekly basis; prepares periodic project status reports. Prepares detailed reports on budgeting, equipment, configuration modification, and personnel requirements. Assists management in gathering statistical data, preparing bid specifications, and evaluating vendor proposals. Interviews prospective student programmers and recommends candidates. Interviews prospective Programmer/Analysts and Systems Analysts as assigned and provides summary of applicant qualifications to management. Provides consulting services to end users, staff, auditors, and management regarding system, technical and non-technical matters.

Provides end-users with documentation and training in proper use of system. Maintains dialogue with end-users, government agencies, and vendors to ensure compliance with regulations in design and implementation of applications. Attends educational seminars, professional development classes, etc., in support of assigned duties.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of computer science; computer systems analysis & design; high level language computer programming; computer hardware systems. Skill in operation of computer terminal & peripheral equipment (i.e. printers, modems). Ability to interpret variety of technical computer manuals & documentation; write programming specifications & system documentation; communicates verbally on technical & non-technical matters.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of Associate degree in computer science or related field and a minimum of two (2) years' experience in writing &/or modifying, testing & debugging full range of computer programs using high-level & assembler languages &/or in system analysis or design. Experience in layout of jobs to include estimates of time, cost, supplies & personnel.

PREFERRED QUALIFICATIONS FOR EMPLOYMENT:

Completion of Bachelor degree in computer science or related field; knowledge of high-level computer programming languages, frameworks & software specific to web-application development; LINUX & Windows skills; demonstrated skill with application frameworks including Groovy & Grails; working knowledge of Banner/Oracle ERP software environment.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Not applicable



Software Specialist

Class Code:
64125-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Software Specialist occupation is to plan, install & maintain software & hardware, including but not limited to, operating systems, teleprocessing monitors, database management systems, compilers, utilities, user supplied packages, and network software. Incumbents analyze, design, install and test custom software.

CLASS CONCEPT:

The class works under general supervision & requires considerable knowledge of computer science & computer systems in order to plan, install & maintain software & hardware, including but not limited to, operating systems, teleprocessing monitors, database management systems, compilers, utilities, user supplied packages, and network software.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Plans, installs and maintains software and hardware including, but not limited to, operating systems, teleprocessing monitors, database management systems, compilers, utilities, user supplied packages, and network software. Analyzes, designs, installs and tests custom software. Interviews customers to determine requirements for development of new programs or modifications to existing programs. Oversees monitoring of system resources to ensure stable operating environment. Coordinates activities to support identification and resolution of software and hardware problems. Serves as primary vendor contact to ensure compliance with applicable maintenance contracts. Provides technical supervision to staff to ensure proper implementation and use of system resources. Represents operations and technical support manager as necessary.

Advises manager on budget matters, equipment, configuration modification and personnel needs.

Develops and maintains documentation in support of system resources. Conducts training sessions supporting daily operation methods and problem diagnosis. Advises Computer Services staff and academic/administrative customers on operation and capabilities of installed hardware and software.

Develops and reviews detailed bid specifications to procure system-level software, hardware, network equipment and turnkey applications; makes recommendations to operations and technical support manager as appropriate.

Maintains dialogue with customer base for purpose of evaluating effectiveness of system tuning efforts; makes recommendations to management as appropriate.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of computer science; software & hardware systems & applications; office practices & procedures; public relations. Skill in operation of computer terminal & peripheral equipment (i.e. printers, modems). Ability to define problems, collect data, establish facts & draw valid conclusions.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED; minimum of one (1) year experience in analyzing, designing, installing & testing customer software.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Not applicable



Librarian 2 (Non-Degreed)

Class Code:
64313-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Librarian 2 (Non-Degreed) occupation is to provide information by selecting, organizing & retrieving books & other media that meet the needs of the clientele served & plans & implements library programs. Incumbents specialize in either reference or technical services.

CLASS CONCEPT:

The class works under direction & requires considerable knowledge of library principles, practices, tool & techniques of library services in specific field or subject area in order to provide specialized library programs for specific clientele.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Digitizes collections to preserve & provide greater access to users/patrons. Uses metadata to accurately describe the item being digitized & provides content analysis to the description of the item on D-Space using software to make the digitized item searchable by keyword, so the user/patron can obtain maximum use of the information.

Provides assistance to patrons by researching & answering email, telephone, & in person requests using the collections of the Archives & Museum with attention paid to in-depth research assistance on collections for which the incumbent has specific knowledge based on organizational & descriptive work. Assists the Archivist in preparation of displays & exhibits of various archives, special collections, & museum materials, including researching collections & writing, preparing, creating & mounting exhibit text & labels. Provides staff support for events, activities, & outreach programs such as lectures meetings, & receptions held in the Archives & museum areas & conducts tours of museum & Archives facilities.

Arranges & describes collections according to accepted Archival Standards & practices. Create Finding Aids for each collection for content analysis & description. Uploads Finding Aids & collections to D-Space.

Receives new collections, inventories contents, works with Archivist on appraisal & retention decisions, & develops & undertakes procedures for regular or periodic additions to these collections. Manages all necessary, routine paperwork, to acknowledge collection receipt &/or process any necessary standard deeds of gift. Performs curatorial responsibilities for specific collections that may be assigned to incumbent.

Identifies archival, rare books, & manuscript materials, in consultation with Archivist, that need preservation; processes vendor work for shipment; performs minor preservation work,

such as boxing books, humidifying & dry cleaning documents, removing tapes & adhesives, & completing minor paper mends. Preserves collections by re-housing items into acid free enclosures & assists in monitoring of temperature, light, & humidity throughout facilities. Functional Supervision of student workers.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of library science & technology; public relations; budgeting*; subject area of the specific library; accreditation requirements affecting library. Skill in use of library equipment, such as microfiche reader/printer, audio-visual equipment & video display terminal. Ability to interpret extensive variety of technical material; use proper research methods in gathering data; gather, collate & classify information about data, people or things; coordinate activities of others; explain library procedures to others.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of graduate core program in library science, including library organization &/or administration; minimum of one (1) year experience in subject area of special library.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: May work evenings & weekends.



Librarian 2 Technical Services

Class Code:
64316-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Librarian 2 Technical Services occupation is to provide information by selecting, organizing & retrieving books & other media that meet the needs of the clientele served & plans & implements library programs. Incumbents specialize in either reference or technical services.

CLASS CONCEPT:

The class works under direction & requires considerable knowledge of library principles, practices, tool & techniques of technical services in order to make library materials available to clientele.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Receives archival, manuscript and museum collections according to accepted archival and museum standards and practices.

Organizes and creates inventories for all collections and objects. Produces an archival finding aid including an inventory and descriptive information for collections. Writes detailed explanation for each collection, e.g., history, scope, provenance, etc., as well as additional advice to assist researchers.

Prepares specific descriptor terms for individual primary source documents or images that constitute a collection and that are to be electronically accessed by cataloging or metadata record creation. Descriptive work will require the exercise of analysis and judgment, and will be done under the guidance of university archivist. Independent action is expected after demonstrated, successful experience.

Provides assistance to patrons by researching and answering email, telephone, and in person requests.

Uses professional reference techniques in order to better serve archives patrons, e.g., the reference interview, online data searching, instruction in the use of digital library collections, etc.

Provides advice to patrons in order to enhance their research, e.g., detailed explanations of archival collections within the historical context of the university and/or local community, referrals to other libraries, collections, and/or archives, etc.

Assists the University Archivist in the preparation of displays and exhibits of various archival, special collections, and museum materials, including researching collections and writing, preparing, creating, and mounting exhibit texts and labels.

Provides staff support for events, activities and outreach programs, such as lectures, meetings, and receptions held in the archives and museum areas.

Conducts tours of the museum and archival facilities.

Schedules tours and provides historical interpretation of exhibits for various age groups.

Acts as point of contact and provides sites support.

Identifies archival, rare book, objects and manuscript materials that need conservation; process vendor work for shipment; perform minor conservation work such as phase boxing books, dry cleaning documents and objects, removing tapes and adhesives, and doing minor paper mends.

Preserves collections by re-housing items into acid-free enclosures and assist in the monitoring of temperature, light, and humidity throughout the facilities.

As part of the preservation program, digitizes collections by performing preservation scanning of various materials using appropriate software and hardware.

Accessions and acquires new collections, inventories contents, and works with the University Archivist on appraisal and retention decisions. The incumbent will also develop and undertake procedures for regular or periodic additions to these collections.

Manages all necessary and routine paperwork to acknowledge collection receipt and/or to process any necessary standard deeds of gift.

May be assigned curatorial responsibilities for specific collections.

Schedules and supervises students and interns as they perform appropriate tasks under the above duties. For student employees, the incumbent verifies hours worked and processes timecards.

Manages unit in the absence of the University Archivist. Trains new classified personnel.

Writes and edits copy for exhibits, finding aids, etc. Contributes to the department's online weblog ("blog")

Makes work assignments to both students and classified employees. Directs work of both student assistants and classified employees. Provides input regarding the performance of classified personnel for annual evaluations.

Performs necessary clerical duties appropriate to the normal operations of the unit. Composes correspondence for unit. Writes, offers, and analyzes unit policies and procedures.

As assigned, performs critical and essential library services to cover the vacations and/or illnesses of other library classified staff.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of library science & technology; specialized bibliographic sources; public relations; budgeting*. Skill in use & maintenance of library equipment such as microfiche reader/printer, audio-visual equipment & on-line computer systems. Ability to catalog & classify materials according to Anglo-American cataloging rules, Dewey Decimal &/or Library of Congress classification systems & Cutter system; interpret extensive variety of technical material; use proper research methods in gathering data; calculate fractions, decimals & percentages; gather, collate & classify information about data, people or things; coordinate activities of others & cooperate with others on group projects.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Master's degree in library science from accredited college or university; minimum of one (1) year experience as catalog or serial librarian. Experience in library organization &/or administration.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: May work evenings & weekends.

SERIES PURPOSE:

The purpose of the Library Operations Supervisor occupation is to provide information by selecting, organizing & retrieving books & other media that meet the needs of the clientele served & plans & implements library programs. Incumbents are responsible for various size functions within the University Library.

CLASS CONCEPT:

The class works under general direction & requires thorough knowledge of library principles, practices, tools & techniques in order to plan, implement & supervise employees in regional program of library services.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Supervises employees performing dispersed library program where it is not possible to oversee work directly.

Plans & administers program of library services involving several library locations (e.g., evaluates program & determines needs; makes recommendations on policies or procedures; coordinates with service users & other state library programs; analyzes collection to ensure it meets users' needs; prepares budget reports; prepares materials for public awareness).

Selects materials for collection & decides which materials to discard; processes bills for payment.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of library science & technology; public relations; management or supervisory principles/techniques*; budgeting*. Skill in use of on-line computer systems. Ability to deal with many variables & determine specific course of action (e.g., research procedures; policy development & interpretation; coordination among many service locations); write routine business letters, evaluations & records following standard procedures; handle sensitive inquiries from & contacts with officials & general public; gather, collate & classify information about data, people or things; use proper research methods in gathering data; coordinate activities of others & establish friendly atmosphere as supervisor of work unit.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of graduate core program in library science as required by university or college; minimum of three (3) years' experience in a librarian position; Experience in library organization &/or administration.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: May work some evenings & weekends.



Travel Specialist

Class Code:
64372-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Travel Specialist occupation is to establish & oversee all travel related to the athletic department & to provide administrative assistance to designated staff.

CLASS CONCEPT:

The class works under general supervision & requires knowledge of travel related policies & procedures in order to research & negotiate airfares, ground transportation, lodging, & meals.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Researches & negotiates airfares, ground transportation, lodging & meals as directed, with optimal schedules for individual & group quotes with service providers, as well as venues for a variety of destination programs, meetings, tours, & events as needed; demonstrates willingness to research & present viable options to achieve the best possible fares, rates, &/or schedules; books travel & processes contracts directly with the airline, ground & hotel companies; confirms what has been received for accuracy (dates, flights, airport, count, etc.); prepares options in the event of a schedule change; manages ticket exchanges, name changes, cancellations, & voids within the given parameters; creates & maintains airline manifests.

Develops strategic policies & processes for team, staff, & prospect travel; addresses complaints; handles airline deposits & refunds; documents all travel transactions accurately; advises best practices for travel documents &/or insurance; supports travelers in adhering to University travel policies & procedures.

Advises clients on unique travel arrangements, e.g. visas & passports; serves as resource to staff as needed for after-hours emergencies; builds & maintains strong relationships with group air desks, hotels, ground transportation members.

Develops itineraries for YSU student-athletes, coaches, staff & prospects; actively liaise with point persons to ensure all logistical & administrative details of company travel are adequately covered; create, maintain, & distribute assigned hotel rooming lists; keeps point person up to date with any changes.

Assumes responsibility for the oversight of the administrative operations of the football program; assists Head Coach with scheduling promotional events, community activities, speaking engagements & fundraisers.

Demonstrates regular & predictable attendance

Meets all job safety requirements & all applicable OSHA safety standards that pertain to essential functions.

Abides by rules & regulations of NCAA, conference & university.

Drives passenger vans as required.

Performs any & all other related duties as assigned or directed in order to promote, further, & ensure the effective & efficient operation of YSU.

MAJOR WORKER CHARACTERISTICS:

Knowledge of travel related policies & procedures; general office practices & procedures*; business office software applications (e.g., Microsoft Office); operation of personal computer & office machines (e.g., fax, copier, scanner); demonstrated organizational skills; excellent verbal & written communication; well-organized & reliable; strong interpersonal skill; ability to deal with problems involving several variables within familiar context; apply principles to solve practical, everyday problems; interpret instructions in written or oral form; write routine business letters following standard procedures; complete routine forms or records; arrange items in numerical or alphabetical order; assess questions & provide appropriate information or referral; establish friendly atmosphere within department.

(*) developed after employment

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED; minimum of five (5) years' experience as a travel manager; valid driver's license.

PREFERRED CLASS QUALIFICATIONS FOR EMPLOYMENT:

Experience with Apollo Global Distribution system extensive group travel.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Non-traditional work schedule; flexible hours & travel as required.



Customer Service Assistant 1

Class Code:
64431- U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Customer Service Assistant 1 occupation is to provide assistance, information &/or process transactions for internal &/or external customers in response to inquiries, requests &/or complaints received in writing &/or by e-mail, telephone, teletype, in-person &/or other means of communication, & operate a personal computer.

Incumbents provide basic/routine information as front/main desk receptionist, or interview callers to obtain & record pertinent information or conduct search of hardcopy &/or computerized records for verification or status of requested information. (Inquiries at this level do not require in-depth knowledge of the governing laws, rules, policies, & procedures to provide a response; issues are referred to a higher level worker/supervisor). Information is readily retrievable; procedures, guidelines & reference materials have been provided; inquiries normally involve basic questions/issues.

CLASS CONCEPT:

The class works under general supervision & requires some knowledge of office practices & procedures, state &/or federal laws, rules, policies, legal interpretations & procedures governing operations of assigned unit & public relations, & skill in operation of personal computer in order to provide basic/ routine information to & resolve basic/ routine complaints from internal & external customers as front/main desk receptionist for assigned department; interview callers to gather pertinent information or to conduct search records to verify, locate or identify status of requested information or to respond to requests to schedule/ reschedule rooms, &/or appointments or to provide information &/or process transactions that do not require in-depth knowledge of applicable federal &/or state laws, rules, policies, procedures &/or legal interpretations to respond to inquiries, requests &/or complaints from internal &/or external customers & operate a personal computer.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Provides basic/ routine information to & resolves basic/ routine complaints from internal & external customers in response to inquiries, requests &/or complaints as front/ main desk receptionist for assigned unit (e.g., answers telephone &/or voice mail, takes messages/refers calls; greets, &/or directs customers; furnishes printed materials; stocks reception area with informational materials/ forms pertinent to assigned unit; provides general information concerning University operations/ services; mails out informational packages).

Interviews callers to gather pertinent information; conducts search of records to verify, locate or identify status of requested information.

Responds to requests to schedule/reschedule rooms, &/or appointments.

Provides information &/or processes transactions that do not require in-depth knowledge of applicable federal &/or state laws, rules, policies, procedures &/or legal interpretations to respond to inquiries, requests &/or complaints from internal &/or external customers & may involve billing for /collection of payment for photocopying records.

Operates personal computer to enter, update, correct, delete or send data, retrieve/look-up data to verify/give out information or schedule & re-schedule rooms &/or appointments, log & track calls, &/or other information &/or compose &/or generate reports & correspondence.

Performs any combination of the following clerical support tasks: opens, timestamps, sorts & distributes mail; greets &/or directs visitors; registers persons for training; prepares &/or maintains reports concerning work processed/calls handled; codes, catalogs & files/distributes documents; operates photocopier to obtain copies for dissemination &/or for files; collects money/bills from customers; counts & records cash collected & forwards for further processing; receives checks in mail, logs checks received, batches checks, fills out appropriate slip attachment & forwards for further processing; operates cash counter; operates facsimile equipment to send & receive faxes; checks reception area, meeting or hearing rooms to ensure presentable appearance, displays are stocked &/or proper seating & equipment arrangements have been made as requested; stuffs envelopes for mailing; pages/telephones staff; takes inventory of supplies; stocks photocopier, printers &/or facsimile machine with paper &/or toner & clears paper jams; coordinates or arranges for food service &/or equipment for meetings/conferences.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of office practices & procedures; public relations; federal &/or state laws, rules, policies &/or procedures applicable to inquiries, complaints &/or transactions being processed;* typing/keyboarding. Skill in operation of office equipment (e.g., multi-line or single line telephone, photocopier, facsimile machine, cash register/cash counter, adding machine);* operation of personal computer. Ability to apply applicable laws, rules, policies & procedures to respond to inquiries, requests &/or complaints &/or process transactions involving several variables within familiar context; handle routine contacts in writing &/or by telephone, teletype, e-mail, in-person &/or other means of communication with variety of internal & external customers, some of whom may be irate; collate & classify information about data, people or things; prepare &/or maintain accurate records & reports; work alone on most tasks.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED; minimum of one (1) year experience in office practices & procedures, public relations or customer service to include techniques for dealing with difficult people. Strong typing & computer skills; knowledge of Microsoft Office (Word, Excel) & database capabilities. Good communication skills, organizational skills, & attention to detail.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: May be confined to desk answering telephone for 6.5 - 7 hours per day.



Customer Service Assistant 2

Class Code:
64432- U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Customer Service Assistant 2 occupation is to provide assistance, information &/or process transactions for internal &/or external customers in response to inquiries, requests &/or complaints received in writing &/or by e-mail, telephone, teletype, in-person &/or other means of communication, & operate a personal computer.

Incumbents act in place of a lead worker &/or supervisor, or process other transactions that require a decision to be made in accordance with applicable laws, rules, policies & procedures & involves the billing for or collection/ release of money for transactions handled, &/or respond to inquiries, requests for information &/or complaints that require in-depth knowledge of applicable laws, rules, policies & procedures as they pertain in a given situation & independently determine appropriate action for resolution.

CLASS CONCEPT:

The class works under general direction & requires considerable knowledge of office practices & procedures, state &/or federal laws, rules, policies, legal interpretations & procedures governing operations of assigned unit & public relations, & skill in operation of personal computer in order to act in place of lead worker &/or supervisor or to process transactions that require a decision to be made in accordance with applicable laws, rules, policies & procedures & involves the billing for or collection/ release of money for transactions handled, &/or respond to inquiries, requests for information &/or complaints that require in-depth knowledge of applicable laws, rules, policies & procedures as they pertain in a given situation & independently determine appropriate action for resolution; communicates with agencies & vendors to resolve discrepancies/errors & correcting rejecting documents: advising customers regarding process & providing assistance to resolve or refer customer complaints &/or inquiries & operate personal computer.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Acts in place of lead worker &/or supervisor or processes transactions that require a decision to be made in accordance with applicable laws, rules, policies & procedures & involves the billing for or collection/ release of money for transactions handled.

Responds to inquiries, requests for information &/or complaints that require in-depth knowledge of applicable laws, rules, policies & procedures as they pertain in a given situation & independently determine appropriate action for resolution; communicates with agencies &

vendors to resolve discrepancies/errors & corrects rejected documents; advises customers regarding processes & provides assistance to resolve or refer customer complaints &/or inquiries.

Handles any or all inquiries, requests & complaints &/or processing of transactions normally performed by lower-level customer service assistants during their absence, peak periods or as needed.

Assists in providing training to new customer service assistants &/or cross training to customer service assistants from other work units (e.g., lets employee listen in calls & shadow performance of other tasks to learn how to handle them & apply appropriate laws, rules, legal interpretations, policies &/or procedures applicable to each situation).

Operates personal computer to enter, update, correct, delete or send data, retrieve/look-up data to verify/give out information or schedule & re-schedule rooms &/or appointments, log & track calls, &/or other information &/or compose &/or generate reports & correspondence.

Performs any combination of the following clerical support tasks: opens, timestamps, sorts & distributes mail; greets &/or directs visitors; registers persons for training; prepares &/or maintains reports concerning work processed/calls handled; codes, catalogs & files/distributes documents; operates photocopier to obtain copies for dissemination &/or for files; collects money/bills from customers; counts & records cash collected & forwards for further processing; receives checks in mail, logs checks received, batches checks, fills out appropriate slip attachment & forwards for further processing; operates cash counter; operates facsimile equipment to send & receive faxes; checks reception area, meeting or hearing rooms to ensure presentable appearance, displays are stocked &/or proper seating & equipment arrangements have been made as requested; stuffs envelopes for mailing; pages/telephones staff; takes inventory of supplies; stocks photocopier, printers &/or facsimile machine with paper &/or toner & clears paper jams; coordinates or arranges for food service &/or equipment for meetings/conferences.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of office practices & procedures; public relations; federal &/or state laws, rules, policies &/or procedures applicable to inquiries, complaints &/or transactions being processed;* typing/keyboarding. Skill in operation of office equipment (e.g., multi-line or single line telephone, photocopier, facsimile machine, cash register/cash counter, adding machine);* operation of personal computer. Ability to apply applicable laws, rules, policies & procedures to respond to inquiries, requests &/or complaints &/or process transactions involving several variables within familiar context; handle routine contacts in writing &/or by telephone, teletype, e-mail, in-person &/or other means of communication with variety of internal & external customers, some of whom may be irate; collate & classify information about data, people or things; prepare &/or maintain accurate records & reports; work alone on most tasks.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED: minimum of two (2) years' experience in office practices & procedures, public relations &/or customer service that included techniques for handling difficult people. Strong typing & computer skills; knowledge of Microsoft Office (Word, Excel) & database capabilities. Good communication skills, organizational skills, & attention to detail.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: May be confined to desk answering telephone for 6.5 – 7 hours per day.



Customer Service Assistant 3

Class Code:
64433- U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Customer Service Assistant 3 occupation is to provide assistance, information &/or process transactions for internal &/or external customers in response to inquiries, requests &/or complaints received in writing &/or by e-mail, telephone, teletype, in-person &/or other means of communication, & operate a personal computer.

Incumbents act as lead workers by providing work direction & training to other employees &/or perform quality control review functions, &/or prepare & participate in case procedures with regards to service complaints, policy changes & compliance issues.

CLASS CONCEPT:

The class works under general direction & requires thorough knowledge of office practices & procedures, state &/or federal laws, rules, policies, legal interpretations & procedures governing operations of assigned unit & public relations, & skill in operation of personal computer in order to act as lead worker by providing work direction & training to lower-level customer service assistants &/or other support staff &/or act as quality control reviewer on daily basis (i.e., randomly select transactions for review to determine if staff is following rules & guidelines for processing, meeting anticipated production & making errors; coach staff to correct, reduce & eliminate errors; obtain missing data to complete processing & determine whether addition/ corrections to files should be made or review special computer printouts to identify possible overpayments, address calls from referred customers or those whose files were identified by unit as requiring possible corrections & forward information to appropriate office for recovery of overpayments, & in addition to one of preceding options, review files to ensure appropriate corrections have been made or make corrections as necessary) & respond to difficult inquiries or those referred by lower-level customer service assistants & prepare & participate in case procedures with regard to service complaints, policy changes & compliance issues.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Acts as lead worker by providing work direction/assistance & training, on daily basis, to lower-level customer service assistants &/ other support staff

Acts as quality control reviewer on daily basis (i.e., randomly select transactions for review to determine if staff is following rules & guidelines for processing, meeting anticipated production & making errors; coach staff to correct, reduce & eliminate errors; obtain missing data to complete processing & determine whether addition/ corrections to files should be made or review special computer printouts to identify possible overpayments, address calls from

referred customers or those whose files were identified by unit as requiring possible corrections & forward information to appropriate office for recovery of overpayments.

Reviews files to ensure appropriate corrections have been made or make corrections as necessary).

Responds to difficult inquiries or those referred by lower-level customer service assistants.

Prepares & participates in case procedures with regard to service complaints, policy changes & compliance issues.

Evaluates & revises speeches, audio/visual aids, pamphlets & brochures & educates speakers; maintains liaison with other offices within assigned unit, other state agencies &/or non-government officials.

Compiles reports from staff members for inclusion in summaries of activities for assigned unit; participates in development & preparation of special projects; develops training programs; maintains & updates files.

Handles any or all inquiries, requests & complaints &/or processing of transactions normally performed by lower-level customer service assistants during their absence, peak periods or as needed.

Assists in providing training to new customer service assistants &/or cross training to customer service assistants from other work units (e.g., lets employee listen in calls & shadow performance of other tasks to learn how to handle them & apply appropriate laws, rules, legal interpretations, policies &/or procedures applicable to each situation).

Operates personal computer to enter, update, correct, delete or send data, retrieve/look-up data to verify/give out information or schedule & re-schedule rooms &/or appointments, log & track calls, &/or other information &/or compose &/or generate reports & correspondence.

Performs any combination of the following clerical support tasks: opens, timestamps, sorts & distributes mail; greets &/or directs visitors; registers persons for training; prepares &/or maintains reports concerning work processed/calls handled; codes, catalogs & files/distributes documents; operates photocopier to obtain copies for dissemination &/or for files; collects money/bills from customers; counts & records cash collected & forwards for further processing; receives checks in mail, logs checks received, batches checks, fills out appropriate slip attachment & forwards for further processing; operates cash counter; operates facsimile equipment to send & receive faxes; checks reception area, meeting or hearing rooms to ensure presentable appearance, displays are stocked &/or proper seating & equipment arrangements have been made as requested; stuffs envelopes for mailing; pages/telephones staff; takes inventory of supplies; stocks photocopier, printers &/or facsimile machine with paper &/or toner & clears paper jams; coordinates or arranges for food service &/or equipment for meetings/conferences.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of office practices & procedures; employee training & development; public relations; federal &/or state laws, rules, policies &/or procedures applicable to inquiries, complaints &/or transactions being processed;* typing/keyboarding. Skill in operation of office equipment (e.g., multi-line or single line telephone, photocopier, facsimile machine, cash register/cash counter, adding machine);* operation of personal computer. Ability to apply applicable laws, rules, policies & procedures to respond to inquiries, requests &/or complaints &/or process transactions involving several variables within familiar context; handle routine contacts in writing &/or by telephone, teletype, e-mail, in-person &/or other means of communication with variety of internal & external customers, some of whom may be irate; collate & classify information about data, people or things; generate routine business correspondence using standard practices; prepare &/or maintain accurate records & reports; write &/or edit materials for publication or speeches to be delivered to specialized audiences & general public; establish friendly atmospheres as lead worker; work alone & cooperate with co-workers on group projects.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED: minimum of three (3) years' experience in office practices & procedures, public relations &/or customer service that included techniques for handling difficult people; knowledge of state &/or federal laws, rules, policies & procedures applicable to assigned inquiries, requests, complaints &/or transactions to be processed. Strong typing & computer skills; knowledge of Microsoft Office (Word, Excel) & database capabilities. Good communication skills, organizational skills, & attention to detail.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: May be confined to desk answering telephone for 6.5 – 7 hours per day.



Purchasing Agent

Class Code:
64522- U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Purchasing Agent occupation is to purchase supplies, materials, equipment &/or services required for operation of department.

CLASS CONCEPT:

The class works under general direction & requires thorough knowledge of purchasing/ procurement, applicable state regulations & procedures governing purchasing & public relations in order to procure all necessary supplies, materials & equipment for operation of department, process requisitions & purchase orders, prepare bid specifications & maintain contacts with vendors.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Procures all necessary supplies, materials & equipment required for operation of department, processes submitted requisitions & purchase orders, contacts vendors, compares price quotes & computer percentage discounts, writes specifications (e.g., quantity, grade or quality, delivery), assures accuracy & correctness of purchase orders, printing orders, requisition & encumbrance & ensures compliance with all established procedures.

Enters purchase order data into Central Accounting System for approval.

Prepares reports (e.g., monthly progress; preventative maintenance; inventory); answers telephone inquiries; expedites delivery of purchase orders; reviews policies & procedures of procurement section & recommends revisions; maintains office filing system for catalogs, contracts & orders.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of fractions, decimals & percentages; purchasing/ procurement; department purchasing procedures & policies & state procurement regulations*; public relations. Skill in operation of computer & accounting systems.* Ability to apply principles of purchasing to solve practical, everyday problems; understand technical manuals & verbal instructions associated with purchasing procedures; gather, collate & classify information concerning term contracts; answer routine telephone inquiries from public.

(*) Developed after employment

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED; minimum of two (2) years' experience in purchasing/ procurement such as evaluating bid responses, review of contractual language, awarding of contracts, etc.; experience in public relations.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Not applicable



Purchasing Coordinator

Class Code:
64523-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Purchasing Coordinator occupation is to purchase supplies, materials, equipment &/or services required for operation of the University.

CLASS CONCEPT:

The class works under general direction & requires thorough knowledge of purchasing/ procurement, applicable regulations & procedures governing purchasing & public relations in order to procure all necessary supplies, materials & equipment for University operations, process requisitions & purchase orders, prepare bid specifications & maintain contacts with vendors.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Procures all necessary supplies, materials & equipment required for University operations, processes submitted requisitions & purchase orders, contacts vendors, compares price quotes & computer percentage discounts, writes specifications (e.g., quantity, grade or quality, delivery), assures accuracy & correctness of purchase orders, printing orders, requisition & encumbrance & ensures compliance with all established procedures.

Enters purchase order data into Accounting System for acceptance & approval.

Prepares reports (e.g., monthly progress; preventative maintenance; inventory); answers telephone inquiries; expedites delivery of purchase orders; reviews policies & procedures of procurement section & recommends revisions; maintains office filing system for catalogs, contracts & orders.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of fractions, decimals & percentages; purchasing/ procurement; University purchasing procedures & policies & procurement regulations*; public relations. Skill in operation of computer, programs &/or applications*. Ability to apply principles of purchasing to solve practical, everyday problems; understand technical manuals & verbal instructions associated with purchasing procedures; gather, collate & classify information concerning term contracts; answer routine telephone inquiries from public.

(*)Developed after employment

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED; minimum of two (2) years' experience in purchasing/ procurement (i.e., evaluating bid responses, review of contractual language, awarding of contracts); experience in public relations.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Not applicable

SERIES PURPOSE:

The purpose of the Human Resources Generalist occupation is to perform, coordinate &/or manage human resources programs.

Incumbents perform two or more human resources sub-programs for the University in order to complete assignments which require evaluation, selection & application of HR principles in the performance of standard HR assignments, using sound judgment to make determinations &/or recommendations.

Human Resources Sub-Programs:

- Personnel Actions (e.g., creating, processing entering, filing, routing, approving & auditing for compliance)
- Position Descriptions (e.g., creating, processing, entering, filing, routing & approving)
- Disability Coordination (e.g., tracking, processing, monitoring & entering)
- Unemployment (e.g., tracking, processing, monitoring & entering)
- Health Benefits (e.g., enrolling, changing advising, informing & correcting)
- Selection (e.g., screening, scheduling & interviewing)
- Recruitment (e.g., researching, analyzing, advertising & branding)
- Organizational Design (e.g., maintaining table of organization, advising managers, coordinating structures analyzing needs & succession planning)
- FMLA (e.g., tracking, claim certification, advising & monitoring)
- ADA (e.g., tracking advising & monitoring)
- Certification (e.g., creating lists, managing lists, coordinating usage, tracking, filing, routing, approving & processing)
- Performance Evaluation (e.g., coordinating, tracking, approving & advising)
- HR Data Management (e.g., collecting data, analyzing trends, planning workforce needs, implementing strategic human resources initiatives/action plans)
- Employee recognition programs (e.g., tracking, coordinating, monitoring & advising)
- Employee wellness programs (e.g., planning, coordinating & advising).

Standard plans/projects: Assignments require evaluation, selection & application of standard HR techniques using judgment to make minor adaptations & modifications. Assignments have clear & specified objectives & require the investigation of a number of variables.

CLASS CONCEPT:

The class works under general supervision & requires considerable knowledge of human resources functions & civil service laws, rules, policies & procedures in order to perform two or more human resources sub-programs for the University in order to complete assignments which require evaluation, selection & application of HR principles in the performance of

standard HR assignments, using sound judgment to make determinations &/or recommendations.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Performs two or more human resources sub-programs for the University (e.g., composes, processes, approves & enters personnel actions; composes, processes & approves position descriptions; tracks, unemployment or disability benefits; enrolls & advises employees regarding health benefits; schedules interviews & participates in preliminary screening &/or interviewing of applicants; maintains tables of organization & creates & maintains succession plans; researches recruitment methods & advertises vacancies; tracks, monitors, certifies claims & advises employees regarding Family Medical Leave Act; tracks, monitors compliance & advises regarding Americans with Disabilities Act; composes, manages, approves & processes certification lists; coordinates, tracks & processes, approves & advises regarding performance evaluations; plans, tracks, monitors & advises regarding employee recognition or employee wellness programs; collects & manipulates data & analyzes trends, plans workforce needs & implements strategic human resources initiatives & action plans).

Assists in monitoring, preparing &/or processing forms & reports for non-primary human resources sub-programs, established grievance files & maintains grievance logs; reviews & corrects step & certification rosters; prepares & routes employee evaluations; attends & gives presentations at orientation sessions for new employees; conducts research & provides information to assist in preparation of budget projections for human resources costs; serves as coordinator for job audit requests &/or appeals; advises & assists employees in applying for training programs; represents the University at human resources &/or training meetings; reviews & recommends changes to policies for compliance with human resources rules & regulations.

Attends hearings as management representative; serves on committees; responds to inquiries from employees & general public; assists higher-level staff or other administrative staff on special projects & reports; prepares related records & reports; maintains human resources records for all employees; responds to correspondence from employees.

Provides a variety of administrative support duties including processing of invoices; reviewing vendor bills to ensure accuracy, processes vendor bills for payment; prepares notes from meetings; prepares & sends correspondence & other documents.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of civil service laws, rules & regulations; agency human resources policies & procedures*; employee benefits (e.g., workers compensation, unemployment compensation, social security, disability insurance, public employees' retirement)*; federal & state laws & rules governing fair employment practices (e.g., ADA, FMLA, EEO); interviewing; public relations; human resources training & development*; technical writing; effective oral communication. Skill in operation of personal computer. Ability to define problems, collect data, establish facts & draw valid conclusions; calculate fractions, decimals & percentages; prepare meaningful, concise & accurate reports; gather, collate & classify information about data, people or things; handle sensitive inquiries from & contacts with officials & general public.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of Bachelor degree in Human Resources, Business or Public Administration; or minimum of two (2) years' experience in Human Resources or an equivalent combination of education & training.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

PHYSICAL REQUIREMENTS: Ability to lift up to 20 lbs.

UNUSUAL WORKING CONDITIONS: May Require travel.



Human Resources Analyst 1

Class Code:
64620-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Human Resources Analyst occupation is to process personnel actions & to ensure that information entered into the systems is accurate & complete.

CLASS CONCEPT:

The class works under general supervision & requires knowledge of public, business or human resources administration, human resources processes & procedures, computer software, collective bargaining agreements, university policies & procedures, & customer service.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Enters transactions into the Banner system to process personnel actions (e.g., appointments, status changes, wage changes, vacation/sick leave updates, benefits &/or deduction enrollment & adjustments, etc.); proofreads to verify accuracy & completeness, in a timely manner.

Performs a variety of calculations to ensure the accuracy & integrity of information entered into the system.

Maintains computerized & manual records associated with personnel actions & employee records processing.

Compiles information to complete internal & external forms & reports; accesses computerized information or manual files.

Performs clerical duties such as filing, opening & sorting mail, operating a variety of office equipment (e.g. photo copiers, fax machine, calculator etc.)

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of employment processing procedures (*), HR/Payroll component of the Banner system (*), human resources processes & procedures, computer software, & customer service; university policies & procedures concerning the processing of personnel transactions

(*), collective bargaining agreements (*). Advanced skill in the operation of a personal computer. Ability to perform basic mathematics (e.g. add, subtract, multiply & divide whole numbers, fractions & decimals, & to calculate percentages; proofread material, recognize errors & make corrections; check pairs of items that are similar or dissimilar; deal with some abstract but mostly concrete variables; research & answer inquiries from employees, officials & payroll personnel.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED; minimum of one (1) year experience in Human Resources administration.

PREFERRED CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of a Bachelor degree; extensive experience using personal computers.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Not applicable



Human Resources Analyst 2

Class Code:
64621-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Human Resources Analyst occupation is to process personnel actions & to ensure that information entered into the systems is accurate & complete. Assignments may include providing input into the development of human resources/payroll work processes & the training of university staff members in these processes, Banner system navigation & work process.

CLASS CONCEPT:

The class works under general supervision & requires knowledge of public, business or human resources administration, human resources processes & procedures, computer software, collective bargaining agreements, university policies & procedures, & customer service.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Enters transactions into the Banner system to process personnel actions (e.g., appointments, status changes, wage changes, vacation/sick leave updates, benefits &/or deduction enrollment & adjustments, etc.); proofreads to verify accuracy & completeness, in a timely manner.

Performs a variety of calculations to ensure the accuracy & integrity of information entered into the system.

Orients & trains newly hired & promoted employees & faculty regarding navigation through & various applications in the Banner System.

Collaborates with end –users & training & development staff to identify training needs & requirements; maintains communication with University departments to collect information which may impact needs & resources of the HR system; attends educational seminars, professional development classes etc.

Maintains computerized & manual records associated with personnel actions & employee records processing.

Compiles information to complete internal & external forms & reports; accesses computerized information or manual files.

Performs clerical duties such as filing, opening & sorting mail, operating a variety of office

equipment (e.g. photo copiers, fax machine, calculator etc.)

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of employment processing procedures (*), HR/Payroll component of the Banner system (*), human resources processes & procedures, computer software, training & development & customer service; university policies & procedures concerning the processing of personnel transactions (*), collective bargaining agreements (*). Advanced skill in operation of personal computer. Ability to perform basic mathematics (e.g. add, subtract, multiply & divide whole numbers, fractions & decimals, & to calculate percentages; proofread material, recognize errors & make corrections; check pairs of items that are similar or dissimilar; move limbs, fingers easily to perform manual functions repeatedly.; deal with some abstract but mostly concrete variables; research & answer inquiries from employees, officials & payroll personnel.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of Bachelor degree or minimum of one (1) year training or experience in Human Resources administration.

PREFERRED CLASS QUALIFICATIONS FOR EMPLOYMENT:

Extensive experience using personal computers.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Not applicable



Benefits Management Representative

Class Code:
65250-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Benefits Management Representative occupation is to provide information & assistance on benefits to university employees, agencies & insurance carriers (e.g., health & ancillary benefits, flexible spending account, life &/or disability & case management &/or unemployment &/or retirement) for all university employees.

At the first level, incumbents assist in development & implementation of benefits policies & procedures affecting university employees & provide technical assistance to university employees to resolve benefit issues.

At the second level, incumbents coordinate, monitor & evaluate a variety of both ongoing & special benefit projects in assigned benefit program (e.g. health& ancillary benefits, flexible spending account, disability &/or unemployment benefits &/or retirement) area & coordinate, monitor, evaluate & develop procedures on contractor performance of employee benefits program.

CLASS CONCEPT:

The class works under general supervision & requires considerable knowledge of health & ancillary benefits &/or disability/unemployment benefits &/or retirement in order to assist in development of benefit policies & procedures affecting university employees & provide technical assistance to employees to resolve benefit issues related to assigned area.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Assists in development & implementation of benefits policies & procedures affecting employees, provides technical assistance to employees to resolve benefits issues related to assigned area (e.g., health & ancillary benefits, flexible spending account, disability &/or unemployment benefits &/or retirement) & in conjunction with third party administrator &/or insurance carriers, develops methods to implement procedures & policies for all employees & implements university policy,

Instructs employees in proper procedures to complete & submit benefit forms & updates them on new procedures as they are instituted. Prepares & processes various reports, tables, charts, correspondence, forms, statistical data of technical, confidential/sensitive nature (conducts & responds to surveys; compiles results into formats viable for use; i.e., spreadsheets, charts, etc.); proofreads & corrects errors in grammar, punctuation, & spelling.

Coordinates special projects & provides information to University administration. Performs other related duties as required.

Acts as liaison between office of benefits administration & employees in policy interpretation, contract, COBRA, PPACA & HIPAA compliance, Federal & State laws, rules & regulations, & administrative procedures; researches telephone & written inquiries from active & former employees concerning eligibility, payments & continuation of benefits; monitors written communications & claims decisions of third party administrators & other benefit providers &/or adjudicates claims & resolves & responds to appeals; resolves complaints received from employees & former employees via letter & telephone; interviews claimants or authorized parties to obtain additional/needed information pertaining to claims; contacts employees, physicians & vendors in claims management activities (e.g., advises on special cases; reviews unresolved claims issues & provides recommendations for resolution of issues); coordinates claims activities with third party administrator &/or health care providers; reconciles periodic premium billing statements, & notifies carriers regarding discrepancies; recommends measures to improve processing & management of claims.

Conducts Open Enrollment Sessions, assists in preparation of procedures manuals; assists in development of forms & instructional material use in claims operations; reviews procedures to increase efficiency; operates personal computer to enter, edit &/or retrieve data &/or to produce documents.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of assigned benefit program area (e.g., life &/or health &/or dental &/or vision insurance programs; disability leave; return to work programs & initiatives; unemployment benefits); applicable Ohio revised code sections; university procedures & federal benefits laws governing assigned benefit areas (e.g., eligibility criteria; claims processing; condition & cost of coverage; diseases & disabling condition & medical terminology); public relations; interviewing*. Skill in operation of personal computer. Ability to understand & interpret insurance contracts; write procedural memos & directives regarding program & procedures for assigned area; deal with some abstract but mostly concrete variables; handle sensitive inquiries from & contact with officials & general public; use proper research methods in gathering data; prepare & deliver speeches before specialized audiences; resolve complaints; answer inquiries from employees, industry officials & payroll personnel.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of a Bachelor degree or minimum of two (2) years' experience in adjudicating benefit claims or in coordinating benefit claims issues with third party administrators &/or insurers in governmental agency or private sector; minimum of one (1) year experience in public relations.

PREFERRED CLASS QUALIFICATIONS FOR EMPLOYMENT:

Extensive experience using personal computers.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: May require travel.



Benefits Management Analyst

Class Code:
65251-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Benefits Management Analyst occupation is to coordinate, monitor, evaluate & manage assigned benefit program area (e.g., health & ancillary benefits, flexible spending account, life &/or disability & case management &/or unemployment benefits &/or retirement) for all university employees.

At the first level, incumbents assist in development & implementation of benefits policies & procedures affecting university employees & provide technical assistance to university employees to resolve benefit issues.

At the second level, incumbents coordinate, monitor & evaluate a variety of both ongoing & special benefit projects in assigned benefit program (e.g. health & ancillary benefits, flexible spending account, disability &/or unemployment benefits &/or retirement) area & coordinate, monitor, evaluate & develop policies & procedures on contractor performance of employee benefits program.

CLASS CONCEPT:

The class works under general supervision & requires considerable knowledge of assigned benefit program area (e.g., life &/or health &/or dental &/or vision insurance program &/or disability leave &/or initiatives & case management programs) in order to oversee variety of both ongoing & special benefit projects in assigned benefits program area & serve on team of benefits management analysts &/or serve as lead worker over benefits management specialists & serve in absence of supervisor

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Develops & implements benefits policies & procedures affecting employees, provides technical assistance to employees to resolve benefits issues related to assigned area (e.g., health & ancillary benefits, flexible spending account, disability &/or unemployment benefits &/or retirement) & in conjunction with third party administrator &/or insurance carriers, develops methods to implement procedures & policies for all employees & implements university policy, attends meetings & provides input on new program implementation, maintains databases (e.g. health, prescription, dental, vision, LTD & life insurance, retirements weekly insurance wires, monthly section totals, monthly administration fees, stop loss fees, prescription discounts & check requests for LTD & Life insurance), monitors vendor administration fees, completes annual non-discrimination testing for flexible spending plan, provides assistance to employees with flexible spending account issues, administers working

spouse program; tracks coordination of benefits (COB) changes & reports same to insurance company when necessary, sends annual working spouse verification to employees, monitors compliance, co-ordinates COB information with insurance vendor, acts on behalf of the Benefits Manager when absent.

Serves as Banner contact for benefits area, enters payroll deduction & premium deduction tax status code information into Banner system, makes all changes &/or builds Benefits related codes, calculates all health insurance premium rate changes for less than 12 month contracts & changes all codes, calculates annual COBRA rate changes & notifies vendor of same, calculates part-time professional administrative Insurance premium rates, changes rate sheets for each FTE (i.e., .50 through .74), annually changes Banner benefit deduction code for part-time professional/administrative employees according to new rate sheet, serves as liaison with Payroll on insurance premium over & underpayments, calculates payment of same & utilizes "Add/Replace" function in Banner, documents transactions for Auditors.

Provides work direction to Benefits Management Representative in insurance coding & Banner benefit deduction coding for new employees &/or for employee changes throughout the year.

Maintains all aspects of retiree life & dental insurance direct bill; including calculates & generates monthly Life Insurance Self Bill, serves as liaison with Office of Student Accounts & University Receivables on matters concerning billings, calculates annual age-based changes for retiree life insurance & reports same to Student Accounts, maintains up-to-date database of retiree & employee deaths in a calendar year, processes employee group life death claims.

Submits monthly employee count to Ohio Department of Job & Family Services (ODJFS), completes & complies with Medical Support Notices.

Instructs employees in proper procedures to complete & submit benefit forms & updates employees on new procedures as such are instituted. Prepares & processes various reports, tables, charts, correspondence, forms, statistical data of technical, confidential/sensitive nature (conducts & responds to surveys; compiles results into formats viable for use; i.e., spreadsheets, charts, etc.); proofreads & corrects errors in grammar, punctuation, & spelling. Coordinates special projects & provides information to University administration.

Acts as liaison between office of benefits administration & employees in policy interpretation, contract, COBRA, PPACA & HIPAA compliance, Federal & State laws, rules & regulations, & administrative procedures; researches complex telephone & written inquiries from active & former employees concerning eligibility, payments & continuation of benefits; monitors written communications & claims decisions of third party administrators & other benefit providers &/or adjudicates claims & resolves & responds to appeals; resolves complaints received from employees & former employees via letter & telephone; attends hearings &/or provides assistance & information to hearing representatives &/or represents management in appeals; interviews claimants or authorized parties to obtain additional/needed information pertaining to claims; contacts employees, physicians & vendors in claims management activities (e.g., advises on special cases; reviews unresolved claims issues & provides recommendations for resolution of issues); coordinates claims activities with third party administrator &/or health care providers; reconciles periodic premium billing statements, & notifies carriers regarding

discrepancies; recommends measures to improve processing & management of claims.

Assists in development of & presents benefits training to supervisors & employees; conducts public relations activities (e.g., attends &/or conducts seminars & training sessions to communicate benefit changes &/or new program implementation(i.e., Open Enrollment Sessions, New Faculty Orientation, material for the website) &/or workshops; delivers speeches); assists in preparation of procedures manuals; assists in development of forms & instructional material use in claims operations; reviews procedures & prepares memorandums recommending benefits claims processing & administrative changes to increase efficiency; assists with preparation of agenda, materials, information, reports for & attends meetings (e.g. IUC Benefit Sub-Committee, Health Care Advisory Committee (HCAC)); operates personal computer to enter, edit &/or retrieve data &/or to produce documents.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of assigned benefit program area (e.g., life &/or health &/or dental &/or vision insurance programs; disability leave; return to work programs & initiatives; case management programs; unemployment benefits); applicable Ohio revised code sections; university procedures & federal benefits laws governing assigned benefit areas (e.g., eligibility criteria; claims processing; condition & cost of coverage; diseases & disabling condition & medical terminology); public relations; interviewing*. Skill in operation of personal computer. Ability to understand & interpret insurance contracts; write procedural memos & directives regarding program & procedures for assigned area; deal with some abstract but mostly concrete variables; handle sensitive inquiries from & contact with officials & general public; use proper research methods in gathering data; prepare & deliver speeches before specialized audiences; resolve complaints; answer inquiries from employees, industry officials & payroll personnel.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of a Bachelor degree or minimum of three (3) years' experience in research & analysis of benefits program & written documentation of findings, adjudicating benefit claims or in coordinating benefit claims issues with third party administrators &/or insurers in governmental agency or private sector; minimum of one (1) year experience in public relations.

PREFERRED CLASS QUALIFICATIONS FOR EMPLOYMENT:

Extensive experience using personal computers.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: May require travel.



**Student Health Services
Nurse**

Class Code:
65513-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Student Health Services Nurse occupation is to observe, assess, & record symptoms, reactions & progress of patients & to administer medication, treatment plans &/or first aid in order to provide medical &/or emergency health care.

Incumbents provide professional nursing care &/or health maintenance services & medical attention in emergencies to students &/or may perform as lead workers by providing work direction & training of lower – level nursing personnel.

CLASS CONCEPT:

The class works under general supervision & requires considerable knowledge of professional nursing in order to provide professional nursing care &/or health maintenance services & immediate medical attention in emergencies to students.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Provides professional nursing care &/or health maintenance services (e.g., observes, evaluates & records symptoms which may include taking temperature, vital signs &/or obtaining human biological specimens; refers employees/visitors as necessary to local/personal physicians &/or health care facilities, counseling center, disability services, planned parenthood, family services, clinics, social service agencies etc.; arranges for transportation & makes appointments as necessary; provides preventive health care counseling; administers medication &/or immunizations & routine laboratory tests (i.e. TB screening, dipstick, blood sugar counts, etc.) to students, & provides immediate medical attention in emergencies (e.g., administers first aid; administers cardiopulmonary resuscitation; treats cuts & burns) to faculty, staff, & visitors to campus; administers medication as directed by physicians, provides assistance to physicians as required.

Designs, develops, coordinates & evaluates preventive health care programs on site (e.g., wellness programs; screenings; exercise classes; weight loss class); participates in development of unit policies & procedures

Performs clerical & administrative tasks relating to nursing service delivery (e.g., sets up & files medical records; prepares inventory &/or orders supplies & equipment; provides work direction & training to other staff & student workers if assigned; assists in interviewing intermittent employees; assists in setting up physical site of student health services; collects, analyzes & completes various reports on pre-scheduled basis & as requested; establishes & updates library of video tapes, reference books & information for students).

MAJOR WORKER CHARACTERISTICS:

Knowledge of skilled registered nursing procedures & practices; state & federal regulations, policies & procedures related to nursing; inventory control*; public relations*. Skill in operation of medical equipment (e.g., stethoscope, otoscope, blood pressure cuff, EKG machines); administering CPR. Ability to deal with some abstract but mostly concrete variables; write meaningful, concise & accurate reports; gather, collate & classify information about data, people or things; demonstrate physical fitness to render on hands nursing care & emergency medical attention.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Requires current licensure as registered professional nurse in state of Ohio as issued by Board of Nursing per Section 4723.03 of Ohio Revised Code; minimum of one (1) year hands on nursing experience with adult patients within last 5 years; minimum of one (1) year experience as a charge nurse/lead nurse in independent setting (e.g., family practice, internal medicine, obstetrics & gynecology &/or occupational health); current certification in CPR.

PREFERRED CLASS QUALIFICATIONS FOR EMPLOYMENT:

Minimum of two (2) years' experience as a registered nurse; experience in employee training & development, counseling &/or public relations.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Biennial renewal of licensure as registered nurse.

UNUSUAL WORKING CONDITIONS: Works nights, weekends & holidays; exposed to communicable diseases.



Nurse Practitioner

Class Code:
65652 –U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Nurse Practitioner is to serve as a health care provider in a student health services setting assuming specific health care duties & providing health consultation for students.

CLASS CONCEPT:

The class works under administrative direction & requires extensive knowledge of skilled registered nursing procedures & advanced nurse practices in order to serve as health care provider in a student health services setting & assume specific health care duties within boundaries of licensure (i.e., performs physical examinations, obtains health history, analyzes & documents findings, creates & implements care plan & prescribes medication &/or treatment per policy), provides health consultation for students.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Provides professional nursing care to students for minor ailments, injuries, burns (including laboratory accidents). Provides preventative care & care of acute illness as an advance practice nurse. Diagnoses, prescribes, monitors, & coordinates the patient's health for preventative care &/or illness. Coordinates follow-up visits to monitor outcomes & effectiveness of plan of care & administers follow-up treatment as doctor prescribes, refers patients to physicians, dentists, or hospital as necessary.

Serves as lead Nurse; schedules, provides work direction & training, & evaluates the work of nursing personnel.

Performs a comprehensive &/or problem focused physical exams. Assists physicians as required in administering primary health care to students, & emergency treatment to faculty, staff, & visitors to campus.

Performs routine laboratory tests (i.e., dipstick, pregnancy, blood sugar counts, etc.) as directed by physicians. Administers medications as required by physicians. Schedules appointments. Explains related University & departmental policies & procedures. Serves as liaison with other health agencies in area.

Maintains clinical records that reflect diagnostic & therapeutic reasoning. Takes general inventory monthly; sees that inventory is taken periodically of prescription drugs in order to comply with approved drug licensing agreement. Prescribes, orders, & / or implements pharmacological & non-pharmacological interventions, treatments & procedures for students.

Select, perform & /or interpret common screening & diagnostic lab tests with attention to safety, cost, invasiveness, simplicity, acceptability & efficacy. Performs blood pressure screening for health classes, T.B. skin testing, & immunization for hepatitis B, MMR injections, & tetanus updates for Nursing, Allied Health, Dental Hygiene, etc.

Assists AVP, Student Experience in preparation of budget requests & administration of approved budget. Completes daily summary reports & monthly reports of client contacts for supervisor. Distributes health brochures, accident forms, & medical insurance forms; provides information & assistance in completing health forms (e.g., student insurance forms).

MAJOR WORKER CHARACTERISTICS:

Knowledge of skilled registered nursing procedures; advanced nurse practices; HIPAA regulations; state & federal regulations, policies & procedures related to nursing; human relations; employee training & development; health care services & program management; counseling; interviewing. Skill in use of equipment (e.g., surgical equipment, ophthalmoscope, stethoscope, BP cuff, EKG machine, otoscope, reflex hammer); operation of personal computer. Ability to handle sensitive telephone & face-to-face inquiries & contacts with general public; possess strong clinical base in order to make judgments & decisions regarding patient care & treatment; deal with some abstract but mostly concrete variables; define problems, collect data, establish facts & draw valid conclusions; gather, collate & classify information about data, people or things; understand & follow philosophies, policies & procedures of facility; establish & maintain positive rapport with patients, patients' families, nursing & other department &/or agency staff; maintain confidentiality of information.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Valid license as Registered Nurse; completion of Advance Practice Nurse program & certified by Ohio Board of Nursing for advanced practice with valid certificate of authority & certificate to prescribe in accordance with ORC 4723.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Must satisfy all requirements to maintain licensure.

UNUSUAL WORKING CONDITIONS: Exposed to communicable diseases.



Accountant/ Examiner

Class Code:
66113-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Accountant/Examiner occupation is to review various transactions for external audits, &/or program information to determine accuracy, completeness, compliance &/or need for further processing relative to billings, federal or third-party reimbursements, collection of fees or payments, payment of claims, or bills &/or invoices.

CLASS CONCEPT:

The class works under direction & requires considerable knowledge of accounting & federal &/or state guidelines applicable to documents reviewed in order to process reimbursements for students or from service providers, or review & process all billing to include addressing complaints from general public or make changes & corrections to authorizations prior to billings being paid, receive & respond to telephone &/or other inquiries concerning delinquent premium balances; communicates with appropriate department &/or agency (e.g. Attorney General's office) for further collection efforts. Prepares initial & final determinations for expenses & tracks expenditures; examines credit balance ledgers to include appropriate action necessary to include refunds, bad debt reversals &/or account adjustments.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Uses independent & guided judgement concerning processes, financial responsibilities, account status & account recovery procedures. Identifies & exercises independent judgment in resolving problems; accesses information from a variety of sources (e.g., paper or computerized files, other departments, financial & government agencies, etc.) to determine appropriate action.

Reviews payments received to ensure correct amount is applied to the students' account; reconciles report to make sure it balances to the payment received by the University from the Ohio Attorney General's Office; manually applies prior term receivable debits to account that had their balance written allowing the cashier's office the ability to apply the payment.

Analyzes & processes accounts & financial documents (e.g., student accounts, department accounts, etc.) according to general guidelines & procedures; verifies accuracy & validity of accounting documents; determines appropriate actions based on review of several pieces of information & application of general guidelines.

Works with Office of Veterans Affairs to ensure the correct payment is applied to each student account; performs monthly reconciliation of any outstanding payments; submits a final report to the Controller's Office for reconciliation with the University's checking account.

Responds to inquiries from students, faculty, staff, & financial & government agencies concerning department or student accounts; provides general information to authorized parties; explains University & departmental policies & procedures.

Prepares & compiles material for financial, statistical reports; generates statistics. Prepares documents &/or enters financial data into computer spreadsheet; revises data as necessary.

Performs federally mandated return of Title IV Funds calculations on all students who withdraw from the University prior to the completion of sixty percent (60%) of the term.

Analyzes &, if necessary, revises complex student accounts receivables, etc. Explains complicated account activity to students/parents, as requested, counseling them on options available. Works in conjunction with, provides & coordinates a wide variety of account information to other university departments, such as financial aid loan personnel, counselors, faculty & advisors who are assisting students.

Identifies students who are potential financial suspension candidates, monitors these accounts daily for any activity, including payments or potential for payment. Counsels students &/or their parents as to the necessary steps to avoid financial suspension & the consequences of a financial suspension, if necessary.

Prepares & processes non-routine debit/credit memos, student refund checks & financial aid refunds.

Assists in processing documents, auditing accounts or account adjustment for the collection of unpaid student accounts, including counseling students on an individual basis, as necessary.

Assists in the preparation &/or processing of current & past due account statements, incoming/returned mail, replacement of lost/stolen/ never received mailings (e.g., replacement checks, statement of accounts). Assists department in the processing of incoming/returned billings & billing inquiries, data entry report preparation, audits, file maintenance & other related duties as assigned. Assists in working with supervisor & various departments to coordinate billing & minimize outstanding receivables.

Assists supervisors in resolution of miscellaneous account problems, completion of special projects, report audits & preparation & file maintenance.

Prepares reports & performs fiscal analysis to effect payment of services. Reviews/approves billing requests, contracts, documentation, & rational behind request to ensure that standard

accounting procedures are followed. Audits receivables & advises appropriate action regarding reversals, adjustments, & collections.

Inputs & updates data & generates monthly billings. Reviews accounts for payments, accuracy & adjustment in premium charges.

Examines account receivable documents, aging reports & other special reports, & establishes rationale behind the reports to ensure standard accounting practices are followed. .

Takes appropriate action to generate refunds & creates Check Request as necessary.

Monitors College Credit Plus (CCP) & Youngstown Early College (YEC) accounts for enrollment status & action to take on specific accounts. Prepares CCP & YES student accounts for exemption status.

Applies calculated write-off charges to individual non-student accounts.

Advises student & parents on the federal guidelines pertaining to FERPA (Family Education Rights & Privacy Act), loans, & the impact of Title IV awards & re- calculation when a student adjusts hours or completely withdraws.

Constant communication used to meet the federal "due diligence" requirements.

Prepares assignment forms & verification packets for turnover of delinquent accounts to the Ohio Attorney General's Office & the federal Department of Education,

Writes, maintains & updates the procedure manual for the Perkins loan processes & maintains current/updated copies of the Federal Perkins Loan procedures & guidelines.

Monitors third party account service provider for accuracy & compliance with federal guidelines & university policies.

Trains appropriate staff on regulations/compliance processes.

Analyzes month end reports, trial balance & general ledger in order to balance & prepare all month end required reporting. Completes monthly balancing of transactions.

Answers walk-in customer questions & complaints. Responds to Credit Bureau Disputes. Communicates regularly with various collection agencies & credit bureaus to report & update payment status. Assists in the annual write off of accounts.

Prepares & submits 1098-E's at the end of each calendar year.

Assists Customer Service Assistants with student & non-student accounts. Also assists CSA's during peak periods & extended hours by answering routine telephone & in person questions. Serves as back up for Customer Service Assistants on an "as needed" basis during periods of short term absences.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of accounting; applicable state &/or federal regulations governing documents processed, reviewed &/or prepared*; public relations*. Skill in use of calculator/adding machine, personal computer & photocopier*. Ability to apply principles to solve practical, everyday problems; gather, collate & classify information about data, people or things; complete routine forms & prepare standard reports & business correspondence; handle routine & sensitive inquiries from & contacts with other government officials, general public, claimants &/or providers.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of a Bachelor degree in Finance, Accounting or a related field or a minimum of two (2) years' experience in accounting.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: May be required to travel.



Accountant

Class Code:
66483-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Accountant occupation is to develop & coordinate &/or perform variety of fiscal &/or auditing tasks for the University to ensure proper control & compliance with applicable laws, rules & accounting standards.

Incumbents perform a variety of fiscal tasks & internal audits & prepare specialized accounting reports & develop & coordinate integrated fiscal & managerial cost accounting systems.

CLASS CONCEPT:

The class works under direction & requires through knowledge of accounting in order to prepare specialized accounting reports & develop & coordinate integrated fiscal & managerial cost accounting systems.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Prepares specialized accounting reports & fiscal analysis, develops & coordinates integrated fiscal & managerial cost accounting systems, interprets & recommends methods of interpreting cost factors & develops guidelines for determining scope of projects.

Performs internal audits (i.e., examines process, documentation & rationale behind recorded figures to ensure that standard accounting procedures are followed within the University), reviews daily accounting input transactions, analyzes & verifies balances & accuracy of reports & develops uniform procedures & methods.

Advises & consults with fiscal officers & other administrative personnel on fiscal problems, technical accounting procedures &/or interpretation & application of policies & relevant statutory requirements.

Prepares reports, monitors &/or participates in preparation of budget, financial statements &/or reimbursement schedules.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of business administration or accounting; applicable state &/or federal laws, rules, procedures & standards governing fiscal & budgetary operations*. Skill in use of calculator & personal computer. Ability to deal with large number of technical & fiscal variables & determine budgetary projections & allotments adequate to meet operational needs &/or

authorize expenditures within spending authority; gather, collate & classify information about data, people or things; handle routine & sensitive inquiries from & contacts with officials/representatives of same &/or different political jurisdiction.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Bachelor degree in Accounting, Business Administration or a related field & a minimum of one (1) year experience in fiscal &/or budgetary management & control.

Or High School Diploma or GED & a minimum of three (3) year experience in fiscal &/or budgetary management & control.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Not applicable



Financial Aid Loan Specialist

Class Code:
66563 - U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The Financial Aid Loan Specialist utilizes federal need analysis & follows all federal loan regulations to certify eligibility for applicable student loan programs. Performs all duties consistent with the student loan life cycle; analyzes conflicting information & utilizes problem solving skills & available resources to resolve errors & discrepancies; reconciles loan programs; coordinates loan repayment & compliance programs; assists students & families with financial aid options & the processing of federal, state & institutional financial aid in accordance with federal, state & University regulations.

CLASS CONCEPT:

Under general supervision, performs specialized & complex duties in support of University's financial aid student loan programs & services; receives, analyzes, evaluates & validates student financial aid loan applications; performs financial needs analysis, follows all financial aid rules & regulations as mandated by federal, state & private lenders; determines eligibility for all student loan programs; advises students/parents on financial aid opportunities & programs; & performs related duties as assigned

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Applies federal needs analysis & Department of Education mandated regulations to determine eligibility for student loans; reviews cost of attendance budgets, expected family contribution & student aid received & other factors including aggregate loan limits, yearly allowance & grade level eligibility; ensures proper origination fees are charged

Resolves errors & discrepancies; corrects over awards of aid; cancels pending loan disbursements; recalculates student loan eligibility; researches aggregate loan amounts

Processes, transmits, uploads & downloads student financial aid information to & from funding agencies.

Monitors students' academic progress to evaluate continued financial aid & loan eligibility.

Verifies individual recipient disbursements to reconcile the student service & minority student loan programs on a continuing basis.

Advises students on loan repayment, default aversion, exit counseling

Provides specialized assistance & information to students regarding financial aid programs & services available from federal & state grant, loan, work study, & other aid program sources.

Assists in the daily administration of the Financial Aid Office; answers, screens & routes telephone calls, takes & distributes messages; greets & directs visitors to the appropriate staff member; or student services departments, researches & responds to routine questions regarding program requirements & operations according to established procedures or refers to appropriate staff member.

MAJOR WORKER CHARACTERISTICS:

Knowledge of office practices & procedures, bookkeeping government structure & process; ability to communicate with students, parents, financial aid personnel, understand system of financial procedures*, calculate fractions, decimal & percentages, knowledge of public relations, interview techniques, counseling; ability to handle sensitive inquiries contacts, write routine business letter reflecting standard procedures, knowledge of office management*.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of Bachelor degree or one (1) year experience in scholarship/student loan procedures & guidelines.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Not applicable



Financial Aid Associate

Class Code:
66564-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Financial Aid Associate is to utilize term budgets & federal needs analysis & to follow all federal & state regulations for applicable scholarship programs, & to ensure donor intent for designated scholarship funds & to certify eligibility for applicable student loan programs. Incumbents will perform all duties consistent with the student loan life cycle & the scholarship awarding cycle, analyze conflicting information while utilizing problem solving skills & available resources to resolve errors & discrepancies, reconcile loan programs & scholarship funds, coordinate loan repayment & compliance programs & assist students & families with financial aid options & the processing of federal, state, & institutional financial aid in accordance with federal, state, & University regulations.

CLASS CONCEPT:

The class works under general supervision & performs specialized & complex duties in support of University's financial aid student loan programs & services; completes, analyzes, & reviews all beginning to end deposit, awarding, invoicing, payment, & reconciling processes of financial aid & general ledger accounts; receives, analyzes, evaluates & validates student financial aid loan applications; performs financial needs analysis & follows all financial aid rules & regulations as mandated by federal, state & private lenders; determines eligibility for all student loan programs; advises students/ parents on financial aid opportunities & programs.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Applies federal needs analysis & Department of Education mandated regulations to determine eligibility for student loans; reviews cost of attendance budgets, expected family contribution & student aid received & other factors including aggregate loan limits, yearly allowance & grade level eligibility; ensures proper origination fees are charged

Resolves errors & discrepancies; corrects over awards of aid; cancels pending loan disbursements; recalculates student loan eligibility; researches aggregate loan amounts

Processes, transmits, uploads & downloads student financial aid information to & from funding agencies.

Monitors students' academic progress to evaluate continued financial aid & loan eligibility.

Verifies individual recipient disbursements to reconcile the student service & minority student loan programs on a continuing basis.

Advises students on loan repayment, default aversion, exit counseling

Provides specialized assistance & information to students regarding financial aid programs & services available from federal & state grant, loan, work study, & other aid program sources.

Assists in the daily administration of the Financial Aid Office; answers, screens & routes telephone calls, takes & distributes messages; greets & directs visitors to the appropriate staff member; or student services departments, researches & responds to routine questions regarding program requirements & operations according to established procedures or refers to appropriate staff member.

Prepares daily deposit of all checks & electronic fund transfers received in Financial Aid, as well as research, investigate, & analyze propriety of ownership, amount, & account distribution of funding as needed.

Analyzes office Warning & Hold Reports to determine appropriate aid adjustments for all special financial aid programs.

Works closely with external agencies & donors & University departments such as International Studies, Bursar Office, Controller's Office, YSU Foundation & Athletic Department to correctly communicate pertinent information.

Resolves problems amongst third party agencies, YSU, & students receiving funding from any special financial aid programs.

Plans & implements business processes to streamline work involved with existing, modified, or new special programs.

Serves as liaison between student athletes & athletic department when financial aid questions arise.

Pre-counsels students & provides direct assistance, via telephone & in person, regarding routine financial aid questions

Receives documents from students for processing & completes cost of attendance forms.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of office practices & procedures, bookkeeping government structure & process; ability to communicate with students, parents, financial aid personnel, understand system of financial procedures*, calculate fractions, decimal & percentages, knowledge of public relations, interview techniques, counseling; ability to handle sensitive inquiries contacts, write routine business letter reflecting standard procedures, knowledge of office management*. Knowledge of financial aid & accounting procedures.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of Bachelor degree in Bookkeeping/ Accounting; or one (1) year experience with scholarship, accounting and/or student loan procedures and guidelines. Computer and technical skills, including Microsoft Excel and Microsoft Word.

PREFERRED CLASS QUALIFICATIONS FOR EMPLOYMENT:

SCT Banner and 12 months Higher Education experience.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Not applicable



Data Administration Specialist

Class Code:
67161-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Data Administration Specialist occupation is to develop & publish databases, create & enforce policies regarding data administration, create consistency of user data across the department or work unit & monitor long term system integration.

Incumbent participates as part of a team of information technology professional staff &/or program staff to develop & publish databases including responsibility for maintenance, security & confidentiality of data & adherence to YSU Data Standards & Guidelines. Maintains Banner Security Matrix. Facilitates upgrades, customization, error resolution & testing of Banner Modules. Serves as access point for the generation of reports utilizing SQL, WebFocus, ODS, Microsoft Office & other reporting tools & requests for lists, labels & reports. Serves as the technical liaison with IT staff & serves on committees appropriate to purpose.

CLASS CONCEPT:

The class works under general supervision & requires considerable knowledge of data administration; participates as part of a team & collaborates with IT professionals to develop databases & create & enforce policies associated with the establishment & maintenance of databases.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Participates as part of a team of information technology professionals &/or program staff to develop & publish databases; creates & enforces policies regarding database administration that are consistent with the department or work unit's long term direction; works in conjunction with area responsible for developing standards for new & existing data definition (e. g. name, length, field), designs & develops databases to include database security measures/controls, determines how data is accumulated & maintained (e. g. update, security &/or backup procedures), establishes archive policies for data (e.g. identifies data to be archived; where to archive; how to archive) & specifies how data is to be removed from the system.

Ensures the data is used & maintained in line with vision of department or work unit by reviewing logical data models & /or information gain via feasibility studies &/or general system design document; works with staff in standards area to ensure naming standards are consistent & follow all procedures that have been established by department or work unit; provides technical support to on-going data development efforts.

Serves as the point of contact for requests for information & reports; serves as the primary report generator utilizing SQL. WebFocus, ODS, Microsoft Office, & other reporting tools;

reviews & approves requests for information to ensure compliance with business practices & University guidelines; Collaborates with IT staff to define report parameters & designing SQL queries to achieve desired output on conjunction with report & list requests & to identify program needs; prepares & submits requests for new computer services or maintenance;

Serves as the lead technical liaison with IT staff & serves on committees; communicates technical issues & problems to IT personnel; collaborates with other internal departments & work units to identify & resolve technical issues & problems;

Collaborates with internal staff to prepare reports & other documentation.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of data processing systems or business &/or public administration; personal computer operating systems; database systems; data backup & recovery; data security industry standards in data administration. Skill in operation of computer terminal & peripheral equipment (e.g., printers, modems). Ability to implement business plans (i.e., short & long term); deal with problems/issues involving several variables within familiar context; interpret variety of technical computer manuals & documentation; communicate verbally & in writing on technical & non-technical matters; gather, collate & classify information about data, people or things; prepare & maintain accurate & concise reports & records; handle routine & sensitive contacts with government officials, business officials, consultants &/or general public.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of undergraduate core program in business or public administration or data processing/computer science/information systems technology; minimum of two (2) years training or experience which includes responsibility for enforcing standards for new & existing data definition, recommending, development of data bases to include security measures/controls & how data is to be accumulated maintained, archived & removed from system.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Not applicable



Help Desk Technician

Class Code:
67191- U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Help Desk Technician occupation is to provide first point of contact support services to users of networked &/or mobile technologies & devices typically as related to business office &/or instructional operations.

Incumbents perform the following principal accountabilities which include but are not limited to tracking all requests for technology services/help via the standard service management system, resolving issues upon 1st contact & evolving to grow 1st contact successes, documenting & communicating repetitive issues for user self-service & escalating well-documented issues to other teams as necessary & appropriate.

CLASS CONCEPT:

The class works under direct supervision & is responsible for the day-to-day operations of technologies with the typical tasks of documenting, responding to & resolving user questions &/or issues, facilitating appropriate user access, monitoring IT service(s) health, loading applications, communicating procedures & best practices & maintaining security.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Responsible for day to day operation of Tech Desk.

Consults with clients to analyze, troubleshoot & remediate technology issues.

Serves as liaison between Information Technology Services departments, other University technical staff & the University community.

Assists academic & administrative technology users in evaluating specific needs.

Prepares & conducts training sessions; trains & mentors student assistants.

Schedules, operates, monitors & controls computer hardware equipment, peripherals, software systems & applications; coordinates, schedules & prepares batch & online processing schedules.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of business information systems, office productivity software & related; network connectivity of various devices including desktop & laptop computers, smartphones, electronic tablets & pads, etc. running various operating systems; network administration; employee training & development. Skill in operation of current consumer technologies, peripheral equipment & trending software apps. Ability to cooperate with coworkers in a team environment, resolve technology issues, questions & complaints from clients & provide a friendly atmosphere.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High school diploma or equivalent; minimum of one (1) year of customer service experience; proficient with local, networked & mobile technologies, office productivity software applications, & network connectivity.

PREFERRED CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of Bachelor Degree in Computer Information Systems or related field; minimum of one (1) year experience responding & resolving user technology questions &/or issues.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Maintain proficiencies regarding technology duties & tools especially technologies change.

UNUSUAL WORKING CONDITIONS: Not applicable



Network Services Technician

Class Code:
67193- U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Network Services Technician occupation is to provide comprehensive network & data communications/ telecommunications support services to agency &/or other political sub-division &/or provider users. Incumbents install, test, repair & maintain data communications/ telecommunications, network equipment & peripheral network materials (e.g. cables, telephone lines, telephones, circuit boards, switchers, routers & controllers).

CLASS CONCEPT:

The class works under general supervision & is responsible for providing comprehensive network & data communications/ telecommunications support services to agency &/or other political sub-division &/or provider users

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Installs, tests, repairs and maintains data communications/telecommunications (e.g. data, voice, and video) network equipment and peripheral network materials (e.g. cables, telephone lines, telephones, circuit boards, switches, routers, and controllers). Independently, and/or as part of team, analyzes, tests and resolves network problems. Uses diagnostic software and test equipment to monitor and troubleshoot related network problems and troubleshoot connecting devices and media. Inspects buildings and offices to determine location of equipment and connecting media. Assists in activating new lines and connections and perform move, add, changes of network components and materials. Implements security priorities as needed.

Serves as first point of contact for vendors and campus personnel in site preparation, installation and/or maintenance. Assists in developing plans for installation, upgrade and/or removal of data communications/telecommunications equipment and/or services. Provides complex (i.e., issues involving interactions between multiple devices or areas residing on network) level support. Reviews trouble reports on support issues and provides assistance as needed. Provides mentorship to lower-level technology professionals. Initiates start-up and shutdown of network components, including backup and recovery of data.

Maintains inventory and records of equipment. Labels and documents network environment and components (e.g. network topology, network numbers, IP addresses, telephone extensions, circuit identifiers) and keeps documentation up to date. Monitors and maintains network systems and services (e.g. data, voice, video) to ensure data and voice accessibility.

As part of team assists in assessing, designing, monitoring, and/or maintaining telecommunication services and equipment and/or network support services. Attends seminars and/or classes for training in data communications/telecommunications services and/or network system administration. Stays abreast of current trends in technology.

Performs other related duties and works on special projects as assigned

MAJOR WORKER CHARACTERISTICS:

Knowledge of computer science, electronics, electronic data processing or related field; microcomputer network hardware, software & operating systems & procedures; network administration/ network technology; installation, repair & maintenance of data communications/ telecommunications &/or electronic data processing equipment; customer relations. Skill in operation of computer & peripheral equipment & keyboard operations; use of electronic testing equipment (e.g., protocol analyzer, line analysis computer) & hand tools. Ability to comprehend extensive variety of technical material; define problems, collect data, establish facts & resolve technical problems; cooperate with co-workers on team projects.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High school diploma or GED; minimum of two (2) years' experience in installation, removal, repair & maintenance of data communications/ telecommunications &/or electronic data processing equipment/devices &/or experience in network administration.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Maintain proficiencies regarding technology duties & tools especially technologies change.

PHYSICAL REQUIREMENTS: Ability to lift up to 70 lbs.

UNUSUAL WORKING CONDITIONS: May be required to work occasional evenings & weekends; work involves operations of computer terminal for long periods of time; overtime may be required; travel may be required.



Technology Support Technician 1

Class Code:
67193- U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Technology Support Technician 1 occupation is to provide technology support services to users of networked &/or mobile technologies & devices. Work typically occurs on-site & relates to business office & /or instructional operations.

Incumbents perform the following principal accountabilities which include but are not limited to logging technology services/help provided via the standard service management system, ensuring no loss of data during any procedure performed, completing a set minimum number of tickets per day (averaged over a week), knowing & adhering to all documented policies, procedures, regulations & work requirements, providing work, assignment, time, status, etc., reports as scheduled & requested, escalating well-documented issues to other teams as necessary & appropriate & representing ITS in a professional, courteous & helpful manner.

CLASS CONCEPT:

The class works under direct supervision & is responsible for the day-to-day resolution of customer technology issues, questions, &/or deployment of existing technologies typically as escalated from the IT service desk, &/or assigned by management. Tasks include installation of, upgrades to & approved removal of technology equipment & software applications, problem diagnosis & resolution according to standard &/or best practices, & working with clients to ensure the functionality & workability of necessary technologies. Daily logging of progress, work status & time accountability are required as is good communications. Data protection & security awareness are essential.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Installs, configures, tests & maintains technology hardware/software using standard methods/tool; consults with clients as needed to meet Quality of Service (QoS) requirements; performs technology problem diagnosis/resolution for technologies including (but not limited to): Windows, Mac, Linux. IOS, Android & similar devices, Audiovisual equipment; Data input/output devices, etc. & Monitors technical services while in use to alleviate problems &/or quickly address issues; works with, protects, secures, & migrates, etc. data only as needed to perform required / assigned duties implementing standard procedures/best practices as needed to ensure no data loss; creates & maintains concise, accurate & timely records of: Technology services & help requests, Work done, work status, materials used, time estimated & spent & details of corrective actions & Technology issues & concerns for communication

with management & colleagues; maintains documentation for new & changing technologies especially regarding hardware/software; tests, diagnoses, repairs, rebuilds technology hardware, assemblies, & sub-assemblies only as approved &/or proven via successful completion of annual certification.

Principle backup to Help Desk Technician position on an as-needed basis including participation as standby “jump & run” support personnel.

Serves as a resource for technology/business project tasks as assigned.

Trains others (e.g., faculty, staff, students, etc.) regarding technology functions & operations; communicates technology policies, standards, procedures, etc., & answers technology questions; assesses & updates documentation as assets are encountered especially as regards usability; provides guidance to student employees to assist with professional development & growth; may serve as a secondary in a primary/secondary support role with a Technology Support Tech 2.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of business information systems, office productivity, security, backup & other utilities software & related; network connectivity of various devices including desktop & laptop computers, smartphones, electronic tablets & pads, etc. running various operating systems; network administration including diagnosing & resolving technology issues over LAN/WAN; employee training & development. Skill in operation of current consumer technologies, peripheral equipment, instructional technologies & instrumentation & trending/scientific software apps. Ability to cooperate & interact in problem solving with coworkers in a team environment, document & communicate technical issues well & in a non-technical manner, resolve technology issues, questions & complaints from clients & especially those escalated by the service desk & provide a friendly atmosphere.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High school diploma or GED; minimum of three (3) years of customer service experience with at least two (2) years involving technology support; proficient with local, networked & mobile technologies, office productivity software applications, & network connectivity including operations, & problem diagnosis/resolution.

PREFERRED CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of Bachelor Degree in Computer Information Systems or related field; minimum of three (3) years' experience responding & resolving user technology questions &/or issues. Certified in a technology related program within the past four (4) years.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Maintain proficiencies regarding technology duties & tools especially technologies change.

UNUSUAL WORKING CONDITIONS: May be required to work occasional evenings & weekends.



Technology Support Technician 2

Class Code:
67194- U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Technology Support Technician 2 occupation is to provide technology support services to users of networked &/or mobile technologies & devices. Work typically occurs on-site & relates to business office & /or instructional operations.

Incumbents perform the following principal accountabilities which include but are not limited to supporting the operation of all technology equipment (hardware & software) throughout campus especially as regards instructional spaces, advising management & staff regarding technology issues & concerns, training, supervising (i.e., scheduling, work assignments, etc.) & positively affecting performance of all Technology Support Technician student employees, logging technology services/help provided via the standard service management system, ensuring no loss of data during any procedure performed, completing a set minimum number of tickets per day (averaged over a week), knowing & adhering to all documented policies, procedures, regulations & work requirements, providing work, assignment, time, status, etc., reports as scheduled & requested, escalating well-documented issues to other teams as necessary & appropriate & representing ITS in a professional, courteous & helpful manner.

CLASS CONCEPT:

The class works under direct supervision & is responsible for the day-to-day resolution of customer technology issues, questions, &/or deployment of existing technologies typically as escalated from the IT service desk, &/or assigned by management. Tasks include installation of, upgrades to & approved removal of technology equipment & software applications, problem diagnosis & resolution according to standard &/or best practices, & working with clients to ensure the functionality & workability of necessary technologies. Daily logging of progress, work status & time accountability are required as is good communications. Data protection & security awareness are essential.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Assists in specifying & developing tools & procedures for administration of various technologies; analyzes, supports & performs audio/video encoding, lecture capture, multimedia storage & streaming using various technologies/system especially as regards instructional technology needs; installs, configures, tests & maintains technology hardware/software using standard methods/tool; consults with clients as needed to meet Quality of Service (QoS) requirements; performs technology problem diagnosis/resolution coordinating problem resolution with internal support groups &/or vendors as needed for

technologies including (but not limited to): Windows, Mac, Linux, IOS, Android & similar devices, Audiovisual equipment; Data input/output devices, etc. & Monitors technical systems/ services while in use to alleviate problems &/or quickly address issues.

Works with, protects, secures, & migrates, etc. data only as needed to perform required / assigned duties implementing standard procedures/best practices as needed to ensure no data loss; creates & maintains concise, accurate & timely records of: Technology services & help requests, Work done, work status, materials used, time estimated & spent & details of corrective actions & Technology issues & concerns for communication with management & colleagues; maintains documentation for new & changing technologies especially regarding hardware/software; tests, diagnoses, repairs, rebuilds technology hardware, assemblies, & sub-assemblies only as approved &/or proven via successful completion of annual certification.

Principle backup to Technology Support Technician 1 position on an as-needed basis including participation as standby “jump & run” & Help Desk support personnel.

Prepares estimates of time, cost, resources (e.g., supplies, personnel, etc.); instructs/trains users regarding technologies & systems; serves as a resource for technology/business project tasks as assigned.

Prepares instructions, procedure manuals, etc. in support of technology systems & software; establishes & maintains user contacts, schedules technology equipment/spaces as required; formulates & evaluates hardware & software recommendations; researches current & developing technology trends including information access & retrieval; trains others (e.g., faculty, staff, students, etc.) regarding technology functions & operations; communicates technology policies, standards, procedures, etc., & answers technology questions; assesses & updates documentation as assets are encountered especially as regards usability; provides guidance to student employees to assist with professional development & growth; may serve as a secondary in a primary/secondary support role with a Technology Support Tech 2.

Plans, installs, configures, tests & maintains integrated systems (such as multimedia) using standardized tools/means including LAN/WAN specific systems & operations technology; performs system(s) tuning, domain & resource management & related technology administration tasks with emphasis on network systems & environments; designs system test procedures & determines modifications to existing systems; analyzes, proposes, develops & implements solutions to networked systems & associated applications.

Provides guidance when working with Technology Support Technician 1 & Technology Support Tech students to assist in professional growth & development.

Responsible for effective training, supervision (e.g., scheduling, work assignments, etc.) & performance of Technology Support Tech student employees.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Detailed knowledge of including corrective actions for business information systems, office productivity, security, backup & other utilities software & related; network connectivity of various devices including desktop & laptop computers, smartphones, electronic tablets & pads, etc. running various operating systems; network administration including diagnosing & resolving technology issues over LAN/WAN; employee training & development. Skill in operation of enterprise systems, current consumer technologies, peripheral equipment, instructional technologies & instrumentation & trending/scientific software apps. Ability to cooperate, interact & instruct others in problem solving individually & in a team environment, document & communicate technical issues well & in a non-technical manner, resolve technology issues, questions & complaints from clients, the service desk & lower-level technicians; promote a friendly work environment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High school diploma or GED; minimum of five (5) years of customer service experience with at least four (4) years involving technology support; proficient with local, networked & mobile technologies, office productivity software applications, & network connectivity including operations, & problem diagnosis/resolution; two (2) years' experience working with integrated systems for a business of 50 employees or more.

PREFERRED CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of Bachelor Degree in Computer Information Systems or related field; minimum of five (5) years' experience responding & resolving user technology questions &/or issues. Certified in a multiple technology related program within the past ten (10) years.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Maintain proficiencies regarding technology duties & tools especially technologies change.

UNUSUAL WORKING CONDITIONS: May be required to work occasional evenings & weekends.



Student Services Counselor

Class Code:
69751- U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Student Services Counselor occupation is to provide advice & counsel to students & maintain the daily operations of the records office.

CLASS CONCEPT:

The class works under administrative direction from the Associate Director, Records, provides counseling & referral services for university students; represents student interests & needs in conferring with business, government or university officials, general public, etc.; performs research, maintains general student records, etc.; performs related duties as required.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Provides advice & counsel to students in problem-solving situations.

Maintains daily operations of Records Office.

Responds to student & outside agency inquires; responds to student complaints & furnishes information.

Acts as liaison between various departments regarding records & registration guidelines & procedures.

Monitors, updates, & maintains on-line & paper student record files.

Assumes responsibility for & processes paperwork.

Serves as back up to transcript area.

Distributes completed paper work (i.e., grade changes, repetitions, etc.) to appropriate departments & student files.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of student records & FERPA*, ability to communicate with agency representatives, campus departments, & students. Ability to handle sensitive inquiries & contacts, write routine business letters reflecting standard procedures, gather &, classify information about data, people, things, deal with problems involving several variables in familiar context, & establish a

friendly atmosphere.

*Developed after employment

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of an Associate Degree or minimum of one (1) year clerical experience or one (1) year working with student records.

PREFERRED CLASS QUALIFICATIONS FOR EMPLOYMENT:

Experience working with students in a problem solving capacity; working knowledge of student records; strong understanding of FERPA; familiarity of University processes & procedures; ability to work with confidential & restricted information; multi-tasking with the ability to independently prioritize workload. Computer & technical skills, including Microsoft Excel, Word, & Outlook.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Not applicable



Recreation/Athletic Facilities Specialist

Class Code:
69912-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Recreation/Athletic Facilities Specialist occupation is to oversee the maintenance & operations of athletic & recreation facilities offering a variety of activities for students, student athletes, faculty, staff & external individuals &/or groups; orders & maintains inventory of supplies & equipment; recommends the purchase of program equipment; performs general maintenance & minor repair of equipment & facilities; may supervise a group of student workers.

Incumbent participates as part of a team to prepare facilities for events, operate athletic events &/or recreation programs. Provides equipment for & executes teardowns & setups for university & non-university groups/organizations for sports activities & other events &/or recreation or athletic facilities users.

CLASS CONCEPT:

The class works under general supervision in order to prepare recreation & athletic facilities for events &/or facility use in accordance with established schedules; provides information to students, faculty, staff & the general public on the use of Recreation or Athletic facilities including the Beeghly Center, Stambaugh Stadium, Tennis Courts, WATTS, West of Fifth Sports Complex, Track, Multipurpose Fields, Campus Recreation Center; etc.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Supervises the operations & maintenance of a variety of indoor & outdoor recreation & athletic facilities; ensures that facilities are locked/unlocked prior to & following events; monitors facilities for unauthorized visitors; work with university police as necessary to contend with unauthorized visitors; ensures quality, safety & security for athletic & recreation facility users; transports equipment to/from athletic events;

Provides a variety of assistance & general information to students, faculty, staff & the general public regarding the operation of recreation & athletic facilities & rules, regulations & procedures concerning athletic & other scheduled events & the use of recreation facilities; orients visitors regarding the use of locker room facilities; issues locks & towels; provides assistance with problems & operational concerns;

Orders recreation & athletic equipment & supplies, maintains inventory records; makes recommendation concerning equipment needs;

Supervises student workers before, during & following athletic events &/or recreation facility utilization; ensures that facilities are properly setup & torn down; interviews & selects student

workers; makes assignments & reviews work to ensure conformance to the needs of an athletic or other event &/or recreation facility operations;

Performs a variety of assignments associated with the operation of specific athletic events; may operate scoreboards, time clocks, etc.;

Schedules maintenance to meet the event schedule needs; maintains & supervises the maintenance & minor repair of equipment & facilities; prepares athletic & recreation facilities for scheduled events;

Assists with the development, initiation & enforcement of recreational & athletic facility regulations & procedures; makes recommendations concerning operational procedures & processes;

Maintains storerooms; follows up on unreturned equipment & assists with the preparation of billing cards for Student Accounts & University receivables; performs a variety of clerical tasks such as entering data, sorting mail, filing, etc.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of office practices & procedures; personal computer operation; inventory control; supervision, public relations. Skill in operation of computer terminal & peripheral equipment (e.g., printers, modems). Ability to utilize Microsoft Office Word & Excel; work independently & in group settings; handle routine contacts with the public; communicate verbally & in writing with a variety of departments & staff; Multitask & prioritize work assignments; prepare & maintain accurate & concise reports & records; handle routine contacts with the general public; establish an effective working relationship with subordinates.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED; minimum of one (1) year experience in facilities operations & maintenance.

PREFERRED CLASS QUALIFICATIONS FOR EMPLOYMENT:

Possession of a Bachelor degree.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

PHYSICAL REQUIREMENTS: In accordance with Department of Labor requirements the incumbent will perform light work including lifting of up to 50 pounds.

UNUSUAL WORKING CONDITIONS: The incumbent may be required to work unusual & varied work schedules to include weekends, evenings, holidays etc.



Layout Design Artist

Class Code:
82121-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Layout Design Artist occupation is to produce finished art designs & layouts for departmental publications, media graphics &/or instructional tools to enhance departmental communications & training.

CLASS CONCEPT:

The class works under general supervision & requires considerable knowledge of layout design & art, graphic arts or industrial design to include appropriate visual treatments & techniques in order to, create, design & produce finished graphic art (e.g., publications, illustrations, posters, graphs, charts, brochures, newsletters, forms; web graphics; multi-media displays; billboards; maps).

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Creates, designs & produces finished graphic art (e.g., publications, illustrations, posters, graphs, charts, brochures, newsletters, forms; web graphics; multi-media displays; billboards; maps; booklets; visual-aids) & designs layouts (e.g., studies illustrations & photographs to plan presentations of material, product or service; determines size & arrangement of illustrative material & copy; selects style & size of type; arranges layout based upon available space, layout principles & creative design concepts; ensures production & formatting of electronic files in accordance with project requirements; reviews final drafts before printing / outputting & disseminates draft proofs to appropriate personnel; examines, corrects & approves final proofs from print vendors; evaluates finished projects & analyzes success; scans photographs / slides at high resolution; illustrates & manipulates art / photographs electronically) & monitors & troubleshoots graphic design & printing software / hardware).

Recommends policies & procedures in regards to graphic design, media, printing methods, papers & inks for projects; recommends policies & procedures regarding graphic art software, hardware, printing &/or graphic art supplies; develops visual concepts & coordinates design projects with staff &/or vendors to discuss scope of work, establish deadlines, identify specifications, cost controls & quality products; in conjunction with communications staff, creates &/or edits content for graphic designs; coordinates purchase of materials &/or services with vendors for digital output of film, proofs, color imaging & print services.

Consults with clients &/or supervisor concerning requested graphic designs; researches graphic

arts materials needed for art projects; transforms verbal descriptions into graphic illustrations; edits final material.

Maintains inventory of equipment within budget limitations; prepares budget & cost analysis reports; purchases graphic art material; maintains files of art work for finished reports & maps.

MAJOR WORKER CHARACTERISTICS:

Knowledge of layout design; art, graphic art or industrial design to include appropriate visual treatments & techniques; budget preparation*. Skill in use & maintenance of materials, tools & equipment associated with field of graphic art, industrial design & audio/visual communication (e.g., photographic, printing, offset lithographic, typographic). Ability to deal with problems involving several variables in familiar context; interpret variety of instructions in written, oral or picture form; maintain accurate records; work alone on most tasks; cooperate with co-workers on group projects.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of undergraduate core program in art, graphic art or industrial design or a minimum of two (2) year experience in a position as layout design or graphic artist.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Exposed to combustible material.



Senior Layout Design Artist

Class Code:
82122-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Layout Design Artist occupation is to produce finished art designs & layouts for departmental publications, media graphics &/or instructional tools to enhance departmental communications & training.

Incumbents act as lead worker over lower-level layout design artists.

CLASS CONCEPT:

The class works under direction & requires thorough knowledge of layout design & art, graphic arts or industrial design to include appropriate visual treatments & techniques in order to act as lead worker over lower-level layout design/graphic artists.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Acts as lead worker by providing work direction & training over lower level layout design artists.

Coordinates work projects, provides input on procedures to include recommendation of vendors, materials & techniques to accomplish assigned projects & tracks budget expenditures for work unit.

Designs, illustrates, drafts & lays out materials to produce finished graphic art; produces art work & paste-ups for publications, exhibits, displays, schedules, charts, visual aids, maps, forms, logos, fliers, uniforms & signs; draws, designs & indicates specifications for rough & final roughs; finalizes materials for printing including color choices, overlays, screen percentages & necessary printing instructions; lays out & pastes up materials for camera-ready publications, newsletters, seasonal programs & teaching materials; performs lettering for awards, certificates & overheads; specifies type & paper for printed materials & displays.

Consults with Director of Marketing on design projects; analyzes project requests to determine materials needed; purchases unit materials & supplies.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of employee training & development*; layout design; art, graphic art or industrial design to include appropriate visual treatments & techniques; budget preparation*. Skill in use & maintenance of materials, tools & equipment associated with field of graphic art, industrial design & audio/visual communication (e.g., photographic, printing, offset lithographic,

typographic). Ability to deal with problems involving several variables in familiar context; interpret variety of instructions in written, oral or picture form; maintain accurate records; coordinate subordinate staff on group projects.

(*)Developed after employment

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of Bachelor degree in art, graphic art or industrial design; minimum of two (2) years' experience as graphic artist or layout design artist.

Or minimum of four (4) years as a layout design or graphic artist.

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: Exposed to combustible material.

SERIES PURPOSE:

The purpose of the Environmental Scientist occupation is to conduct field &/or office reviews, facility or site inspections &/or prepare & process various reports & documents detailing conditions having impact on environment. Incumbents assists in development & implementation of comprehensive solid waste program.

CLASS CONCEPT:

The class works under general supervision & requires considerable knowledge of environmental science, engineering, chemistry, physics, biology or other comparable science field in order to assist in the development & implementation of a comprehensive solid waste program. Evaluates & analyzes data relative to environmental effects of pollution control, construction activities & various other environmentally significant programs; prepares environmental assessments & impact analysis.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Performs bacteriological testing & chemical analysis; reviews results with supervisor. Maintains stock culture collection of organisms used in student teaching & research laboratories; prepares cultures needed for student labs. Responsible for assuring that cultures & supplies necessary for student labs & research requests are being prepared & distributed. Purchases supplies necessary for these tasks. Keeps inventory of laboratory supplies & maintains adequate stock of materials needed.

Supervises student employees in preparation of laboratory materials. Processes infectious waste according to Ohio Solid Waste Regulations & properly disposes of same with appropriate documentation. Informs supervisor of any problems in solid or infectious waste stream.

Assists in performance of Phase I Environmental Audits, asbestos inspections, & in evaluation of environmental impacts on campus to assure University compliance with federal, state, & local legislation. Performs analytical testing of fume hoods, etc. & reports problems to facilities. Makes recommendations to supervisor on changes to be made in environmental programs based on analytical data. Performs environmental sampling & analysis. Responds to & evaluates employee complaints regarding safety, indoor air, & other health related concerns. Performs bake sale inspections. Pours waste chemicals & helps determine compatibilities & preparation for hazardous waste removal in accordance with Resource Conservation & Recovery Act. Responds to all emergencies. Assists Radiation Safety Officer in all routine aspects of the Radiation Safety Program.

Keeps records & performs all necessary quality control pertinent to the operation of the laboratory. Maintains & calibrates all safety equipment. Assists in University pest control operations. Requisitions equipment & supplies.

Maintains chemical & biohazard spill supplies & personal protective equipment. Assures that the necessary supplies are available when needed in emergency. Performs other related duties as assigned.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of environmental science (e.g. geology, chemistry, biology); planning principles & techniques; office practices & procedures. Skill in use of cartographic instruments*; computer. Ability to define problems, collect data, establish facts & draw valid conclusions; uses statistical analysis; write meaningful, concise & accurate reports; gather, collate & classify information about data, people or things; answer telephone inquiries from general public.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED: minimum of one (1) year experience in environmental science (e.g. geology, chemistry, biology) & statistical analysis &/or research techniques

TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

UNUSUAL WORKING CONDITIONS: May be exposed to dangerous chemicals, materials, &/or unpleasant odors.



Laboratory Animal Technician

Class Code:
86531-U

Bargaining Unit:
ACE

Pay Range:

SERIES PURPOSE:

The purpose of the Laboratory Animal Technician occupation is to maintain a basic program of animal care & perform custodial duties.

CLASS CONCEPT:

The class works under general supervision & requires considerable knowledge of sanitation & feeding programs for animals in order to maintain a basic program of animal care & perform custodial duties. Incumbents maintain a record system for animals & supplies & assist supervisor, staff & research workers with animal programs.

JOB DUTIES IN ORDER OF IMPORTANCE:

(These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Maintains basic program of animal care: feeds and waters animals; maintains equipment and housing systems; plans and supervises work schedules of student assistants; cleans cages and racks; etc. Performs miscellaneous custodial tasks related to animal care.

Observes, records, and reports data on animals and maintains record system for area; orders and receives supplies and equipment; may maintain budget records for area and filing.

Assists research workers, faculty, and veterinarian consultant with animal programs; may set up laboratories, repair instruments, issue chemicals, supplies, and equipment to students; cleans laboratory equipment; restrains animals; administers simple medication and collects specimens. Assists faculty with surgical procedures in research experiments; cares for animals after surgery. Performs other related duties as required. Breeds and maintains standard animal colonies and special animal models for research. Unusual working conditions include exposure to animal waste, odor, dust, water, and occasional steam; subject to animal bites and disease; may work weekends to insure animal care on 24-hour basis.

Supervises student assistants in care and maintenance of animals in Psychology Laboratory.

Performs other related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of inventory & supervisor processes & procedures*; ability to understand basic program of animal care; addition, subtraction, multiplication, division, fractions & percentages. Skill in use of personal computer; ability to complete routine forms & code items from on symbolic form to another; cooperate with coworkers on group projects.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School Diploma or GED: minimum of one (1) year experience in basic animal care and laboratory sanitation procedures.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT: Not applicable

PHYSICAL REQUIREMENTS: Ability to lift heavy objects & work at a physically demanding job.

UNUSUAL WORKING CONDITIONS: May be exposed to dangerous chemicals, materials, &/or unpleasant odors; May be exposed to animal bites & diseases.