

CENTRAL SERVICES ADMINISTRATIVE SPECIALIST SENIOR

KIND OF WORK

Administrative work providing inventory/supply or mail services. (Employees in this class spend at least 60% of their work time doing inventory/stores or mail work.)

NATURE AND PURPOSE

Under general supervision, orders and issues supplies to support an agency's operations; or sorts and distributes incoming Federal and state mail and prepares outgoing mail. At this level, incumbents often establish and modify procedures to increase the operation's efficiency. Seniors determine inventory needs by analyzing usage reports and applying their knowledge of inventory practices. Inventory and stores operations will cover a wide variety of material, e.g., chemicals, perishable goods, medical supplies, cleaning supplies, electrical and mechanical supplies, and furniture. Mail services will be complicated because of such factors as size, agency's multiple geographical locations and diversity of mail. Seniors often provide technical assistance, training and work direction to students, volunteers, inmates, residents and/or other state employees.

The Central Services Administrative Specialist Senior differs from the Central Services Administrative Specialist Intermediate in the follow ways:

- Senior: at this level, employees typically establish work priorities and deadlines and develop and modify procedures. Services provided at the senior level are complicated by such factors as volume, diversity and the need for unique services and/or materials. Seniors determine inventory levels and when and what needs to be ordered and may also determine prices.
- Intermediate: at this level, employees are required to understand and assimilate information from multiple procedures to arrive at practical solutions to problems. Services may cover a multiple locations or large buildings, but will not have the volume and diversity typical at higher levels in this series.
- Both levels may provide technical assistance, training and work direction to other staff, students, volunteers, inmates and/or volunteers. Both may have purchasing authority up to a designated dollar amount.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Develops and modifies procedures to improve the efficiency of operations.

Trains, provides technical assistance and work direction to other employees, volunteers, students, etc.

Balances and resolves discrepancies in inventory operations.

Determines when to order materials, supplies and equipment and may determine prices.

Maintains complete and accurate inventory records of materials, supplies and equipment using inventory software.

Develops new distribution lists.

Receives, stores, issues and ships supplies, materials and equipment.

Approves requisitions and purchase orders.

Establishes mail room procedures.

Establishes deadlines and adjusts work assignments and staffing levels to meet deadlines.

Collects and exchanges information and responds to questions from internal customers (agency employees who receive incumbent's services) by phone, in-person or e-mail. Sometimes it's necessary to explain complicated procedures and resolve conflicts.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Office management practices sufficient to establish deadlines, design work flow and assign work so that services are provided in a cost effective and efficient manner.

Agency operations and services sufficient to determine inventory levels, diversity of supplies or unique mail services.

Automated and manual record keeping systems sufficient to record inventory and supplies that are received and issued.

Purchasing procedures sufficient to write specifications and bids.

Personal computers and software sufficient to enter data, do inquiries and produce reports.

Inventory and stores practices.

Warehouse equipment to ensure safe operation.

Federal and state postal regulations sufficient to process all types of mail.

Ability to:

Use good human relations skills to interact with others (common courtesy, tact, interest in positive problem solving, empathy and logical organization of ideas).

Understand and effectively carry out oral and written directions.

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Give technical advice, training and work instructions to others in a positive and effective manner.

Organize and plan work to meet regulations and deadlines.

Handle physical tasks such as lifting, moving materials and supplies, stacking and retrieving materials.

Est.: 7/97

Rev.:

T.C.:

Former Title(s):