

II. JOB SUMMARY

Briefly describe the general purpose of the job in one or two sentences.

- This position, headquartered in Morgantown, provides a variety of secretarial/clerical duties for Energy Express, the statewide summer literacy program of the 4-H Youth Development Program Unit, targeted at children in low-income communities. The position is an integral part of a team and specifically focuses on program support and communications. The position is funded by Education and the Arts (.5 FTE) and Energy Express fees (.5 FTE).

III. DUTIES AND RESPONSIBILITIES

List and completely explain the current duties and responsibilities of the position. Indicate the average percentage of time spent performing each separate job duty. Describe what the duties and responsibilities are and how they are performed. Consider work performance over a 12-month period. Employees must use their own words to describe duties and responsibilities. *The copying of a generic job description or another employee's PIQ verbatim is not acceptable and the PIQ will be returned.* The percentages must total 100%. Duties that take less than five (5) percent should be combined into at least five (5) percent.

<u>% of time</u>	<u>Duties and Responsibilities</u>
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60% Program Support

- Maintains office calendar, and reserves conference rooms for a variety of program meetings. Takes notes, types up and distributes the minutes of staff meetings.
- Duplicates, collates and binds letters, reports, memoranda, and other documents. Sends documents to Copy Center as needed. Ensures deadlines are met.
- Maintains an inventory and storage system for site program materials; arranges ordering, shipping, storage, and distribution to approximately 80 local program sites.
- Creates, maintains and updates computerized mailing lists.
- Maintains updated e-mail lists and multiple program listservs.
- Maintains calendar for Energy Express faculty, staff, graduate assistants, and student assistants.
- Issues temporary Allen Hall parking permits for visitors; communicates with Parking Office regarding adequate supply.
- Maintains updated list of contacts for maintenance and repair of equipment, scheduling of conference rooms, and other general office needs.
- Prepares and assembles program materials that support approximately 80 sites and 600 summer personnel.
- Develops and maintains electronic and hard copy filing systems for program materials including archiving those from past years.
- Enters information (e.g., program evaluations, site supervisor applications, AmeriCorps applications) into computer using various Microsoft office products, including Access, Excel, Word, and Corporation for National and Community Service database.
- Operates and maintains various office equipment: fax, copy machine, postage scale, desktop computer, printer, typewriter, and multi-line telephone.
- Provides support (including registration, handling inquiries and solving problems) during off-campus training on an as-needed basis.
- Conducts periodic inventory of office supplies.
- Maintains up-to-date knowledge of UPS regulations and procedures.
- Assists with criminal background check process by reviewing the National Sex Offender Public Website.
- Screens applications for eligibility and communicates with applicants regarding status.
- Creates and maintains service locations in My AmeriCorps' web-based database.
- Checks My AmeriCorps electronic in-box.
- Provides regular backup support to other members of the administrative support team as needed or as directed by supervisor.

35% Communications

- Maintains current information on program policies and procedures, and processes routine matters within established policies.
- Shares program information via mail, e-mail, fax and phone with Unit, Extension Service and WVU faculty and staff, local, state and federal partners, and the general public.
- Answers telephone and responds to inquiries; problem-solves as appropriate; screens and directs callers to appropriate individuals when needed.
- Regularly checks VoIP phone system for voice mail calls and routes messages to appropriate parties.

Secretary.203 – Closes 4/25/2012

- Initiates and makes all necessary arrangements for conference calls through the WV Educational Network.
- Problem solves difficulties with multi-line phone system and voice mail boxes. Contacts Telecommunications when appropriate for assistance.
- Checks Energy Express e-mail, problem-solves via response or forwards inquiry to appropriate person.
- Coordinates mail management of incoming, outgoing, and bulk mailings for Energy Express. Receives, sorts, date stamps, and directs mail to the appropriate individuals.
- Receives and greets visitors, determines nature of the visit, and directs visitor to the appropriate staff member.

5% Other Duties

- Attends and participates in professional development sessions related to the position.
- Independently travels for program material pick-up and delivery at various campus locations, storage unit, and local vendors.
- Maintains professional appearance of Energy Express reception area, bays, conference room, and student work room. Communicates with Facilities Management staff regarding cleaning and maintenance needs.

TOTAL OF ALL PERCENTAGES MUST EQUAL 100%

IV. QUALIFICATIONS

Education/Knowledge

1. List the level and type of **minimum** education required to qualify for this position **not** for the incumbent.

- High school diploma or GED or equivalent

2. What licenses or certification(s) (e.g. electrician's license) if any, are **required** for the position? Specifically state the reason for this licensure requirement (supervisor's preference, state or federal law, etc.).

- Valid driver's license.

3. What specific skills are **required** in order to carry out the duties of the position?

Knowledge

- Knowledge of basic office practices, procedures, protocols, and telephone etiquette.
- Demonstrated knowledge and use of correct English grammar.

Skills

- Strong oral communication skills, with the ability to communicate clearly and concisely with a wide variety of contacts
- Organizational and time management skills to set priorities, and to maintain multiple projects, reports, requests, and workload.
- Strong interpersonal skills

Abilities

- Ability to quickly learn policies and procedures of various groups, including but not limited to, Energy Express, AmeriCorps, and the West Virginia University Extension Service.
- Ability to function as a team member and to express personal concerns and needs in a professional, positive manner.
- Ability to maintain professional office decorum at all times.
- Ability to maintain confidentiality and professional attitude in all interactions.
- Ability to foster cooperation and harmony among individuals and groups.
- Ability to work independently, in a structured environment, exercising judgment, tact and diplomacy in all interactions.
- Ability to maintain proper attendance and punctuality standards.
- Ability to operate effectively in a fast-paced, high-volume environment which requires accurate information, and to be flexible in a changing work environment.
- Ability to cope with the pressures of a complex, multi-unit telephone system, which may have more than one line ringing at the same time.
- Demonstrated ability to operate office PC utilizing various word-processing software packages and programs such as

Secretary.203 – Closes 4/25/2012

Windows and Microsoft Office, and ability to adapt to software upgrade applications.

- Demonstrated ability to type with reasonable speed and accuracy.
- Ability to maintain accurate filing systems, record keeping, and workload management.
- Ability to travel, including occasional overnight stays.

Experience

1. In addition to the knowledge/education, please describe the type and **least** amount of **prior directly related** work experience typically required, if any, for a person coming into this position. Experience listed here is considered as concurrent not cumulative.

Type of Experience Needed

- Secretarial/clerical experience

Amount of Experienced Needed (Months/Years)

- 1-2 years

The knowledge, skills and abilities listed above are typically acquired through the levels of education and experience listed. However, any equivalent combination of education and/or experience which provide an applicant with the listed knowledge, skills and abilities to perform the essential duties and responsibilities of the job is acceptable.

V. COMPLEXITY AND PROBLEM SOLVING

This section measures the degree of problem solving required, the types of problems encountered, and how these problems are solved. Consider the amount of judgment and thought required as determined by the complexity of duties. Also consider whether guidelines, standards, and precedents are available to assist in solving problems.

Please list the common types of problems faced in this position and the course of action you take to solve these problems.

Energy Express is a highly visible statewide program with multiple components and multiple local, state and federal partners and funding sources. The field staff includes site supervisors, AmeriCorps members, extension agents, and numerous local partners. The state staff partners with state and federal agencies and organizations. This results in communication with a wide variety of agencies and organizations. Constant attention to detail and daily problem solving are required. Examples:

1. This position provides support to the program director, three faculty members, and three classified staff. Many projects, mailings, and tasks are time sensitive. Staff member must have ability to prioritize according to project deadlines and importance, and look ahead to avoid possible roadblocks.
2. A phone call from an irate parent is received; the child, an Energy Express AmeriCorps Member, has not received an educational award from the Corporation for National Service. The AmeriCorps Coordinator is out of the office. Staff member must have the ability to determine the urgency of the situation and decide on the best response: wait until the Coordinator returns, locate the Coordinator, refer the parent to the web-based My AmeriCorps, or call the Corporation for National and Community Service.

VI. FREEDOM OF ACTION

This section measures the degree to which the position is structured as is determined by the types of control placed on work assignments. Controls are exercised in the way assignments are made, how instructions are given to the employee, how work assignments are checked, and how priorities, deadlines and objectives are set. Controls are exercised through established precedents, policies, procedures, laws and regulations which tend to limit the employee's freedom of action.

1. Describe the type of guidance and review the supervisor gives the incumbent in this job and how often (i.e., daily, weekly) the supervisor checks or inspects the work.

Type of Guidance and Review

- The employee is responsible for planning and carrying out the assignments of this position.
- The employee keeps the supervisor informed of progress and potential problems.
- The supervisor provides updates regarding changes in policies, procedures and impending issues, which the employee implements, or problem-solves.

How Often

- The supervisor meets with the employee on a daily basis.
- The supervisor gives guidance as necessary.

2. Describe the policies and procedures or formal regulations which guide the actions in this job.

- West Virginia University Extension Service
- 4-H Youth Development Program Unit
- Energy Express
- Corporation for National and Community Service
- Volunteer WV: the State’s Commission for National and Community Service
- West Virginia University Research Corporation

VII. SCOPE AND EFFECT

This section measures the position’s responsibility for accomplishing the mission of the institution and West Virginia higher education systems. **Describe** the types of decisions regularly required of the position, and how the position’s work product supports, guides or develops the goals of the work unit, department, and institution. Take into consideration the size of the area that could be affected if the position’s duties were performed incorrectly and any long-term affects of such an error. Assume that any error is not due to sabotage, mischief or lack of responsible attention and care for the duties of the position.

Errors or misjudgments in carrying out the assignments of this position could adversely affect program, clientele, county extension agents, other departmental staff and governmental agencies. Poor problem-solving or decision-making could affect the quality and integrity of programs and services provided by the Center and Energy Express, resulting in missed program opportunities.

Example: As the initial point of contact for the program, this position is responsible for timely responses to requests for information. Inaccurate or incomplete information could cause faculty and staff to miss deadlines, and/or fail to respond to a client's requests.

Example: If applicants for Energy Express AmeriCorps are not screened appropriately using information provided through the My AmeriCorps portal, an ineligible applicant could be moved through the selection process at the county level and ultimately be selected to serve as an AmeriCorps Member. If the error is discovered prior to the start of the program, this could cause ill will in the community and could jeopardize the reputations of Energy Express, the WVUES, and AmeriCorps. If discovered after the beginning of the program, the error would result in financial harm to Energy Express as grant funds tied to the ineligible employee would be replaced with other funding.

VIII. BREADTH OF RESPONSIBILITY

For what functional area(s) does this job have formal and ongoing management accountability and responsibility? List the specific functional areas of management responsibility and briefly indicate the level of responsibility and accountability with respect to primary activities performed.

[Note: Not applicable to classified positions at WVU. No information needed here.]

<u>Functional Area</u>	<u>Management Responsibility/Accountability</u>
N/A	N/A

IX. CONTACTS

This section appraises the responsibility for working with or through other people within and outside the State College and University System of West Virginia to get results. Consider the purpose and level of contact encountered on a regular, recurring and essential basis during operations. Consider whether the contacts involve furnishing or obtaining information, explaining policies or discussing controversial issues. This factor considers only those contacts outside the job’s immediate work area.

INTRA SYSTEMS (within the West Virginia Higher Education Systems)

With whom does the position regularly communicate within West Virginia higher education systems in order to perform the duties (e.g., faculty members outside your area, managers of other units, Vice Presidents)? What is normally discussed and how often does it occur (e.g., daily, weekly)?

<u>Title</u>	<u>Communicate About What</u>	<u>How Often</u>
▪ Immediate supervisor	▪ Policy and procedure, work assignments, resolving problems, planning	▪ Weekly
▪ Energy Express faculty and staff	▪ General communication, routine work assignments	▪ Daily
▪ Site Supervisors	▪ Program information, policy, procedures	▪ As needed
▪ AmeriCorps members	▪ Exchanging information, policy, procedures	▪ As needed
▪ WVUES county agents	▪ Personnel file selection, file completion, recruitment	▪ As needed

Secretary.203 – Closes 4/25/2012

▪ WVU Telecommunication	▪ Resolving problems, exchanging information	▪ As needed
▪ WVU Motor Pool	▪ Resolving problems, exchanging information, scheduling appointments	▪ As needed

Secretary.203 – Closes 4/25/2012

EXTERNAL (outside the West Virginia Higher Education Systems)

With whom does the position regularly communicate outside the West Virginia higher education systems to perform the duties (e.g., students, suppliers, governmental agencies, product representatives)? What is normally discussed and how often does it occur (e.g., daily, weekly)?

<u>Title</u>	<u>Communicate About What</u>	<u>How Often</u>
▪ AmeriCorps member applicants, site supervisor applicants (public school personnel)	▪ Employment inquiries, information exchange	▪ Daily
▪ Local boards of education; local agencies	▪ Program inquiries, information exchange	▪ Weekly
▪ State agencies	▪ Program inquiries, information exchange	▪ Weekly
▪ Federal agencies	▪ Routine issues	▪ Monthly
▪ Parents of AmeriCorps Members or applicants	▪ Routine issues	▪ Weekly
▪ County support staff and non-WVU personnel	▪ Routine issues, clarifying information, college conference personnel	▪ As necessary

X. DIRECT SUPERVISION EXERCISED

This section looks at the type of supervision this position has over other employees. Consider the degree of direct supervision exercised over others in terms of the level of subordinate jobs in the organization and the nature of work performed. Only the formal assignment of such responsibility should be considered; informal work relationships should not be considered. Supervision of student workers may be taken into account if they are essential to the daily operation of the unit. Do not include temporary or contract employees. **The Human Resources Office will verify the types of employees supervised.**

1. Are you responsible for assigning tasks and monitoring the work of others (lead)?

Yes: No:

<u>Title</u>	<u>Headcount</u>	<u>Total FTE (to be verified by HR Office)</u>
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2. Are you responsible for hiring, firing, performance appraisals, etc. for others?

Yes: No:

<u>Title</u>	<u>Headcount</u>	<u>Total FTE (to be verified by HR Office)</u>
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3. Does this position supervise students who are essential to the daily operations of the Unit?

Yes: No:

If yes, please indicate the total number of FTE students supervised and briefly describe the function of the students.

<u>Function</u>	<u>Headcount</u>	<u>Total FTE (to be verified by HR Office)</u>
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XI. INDIRECT SUPERVISION EXERCISED (Supervision over first-line supervisors)

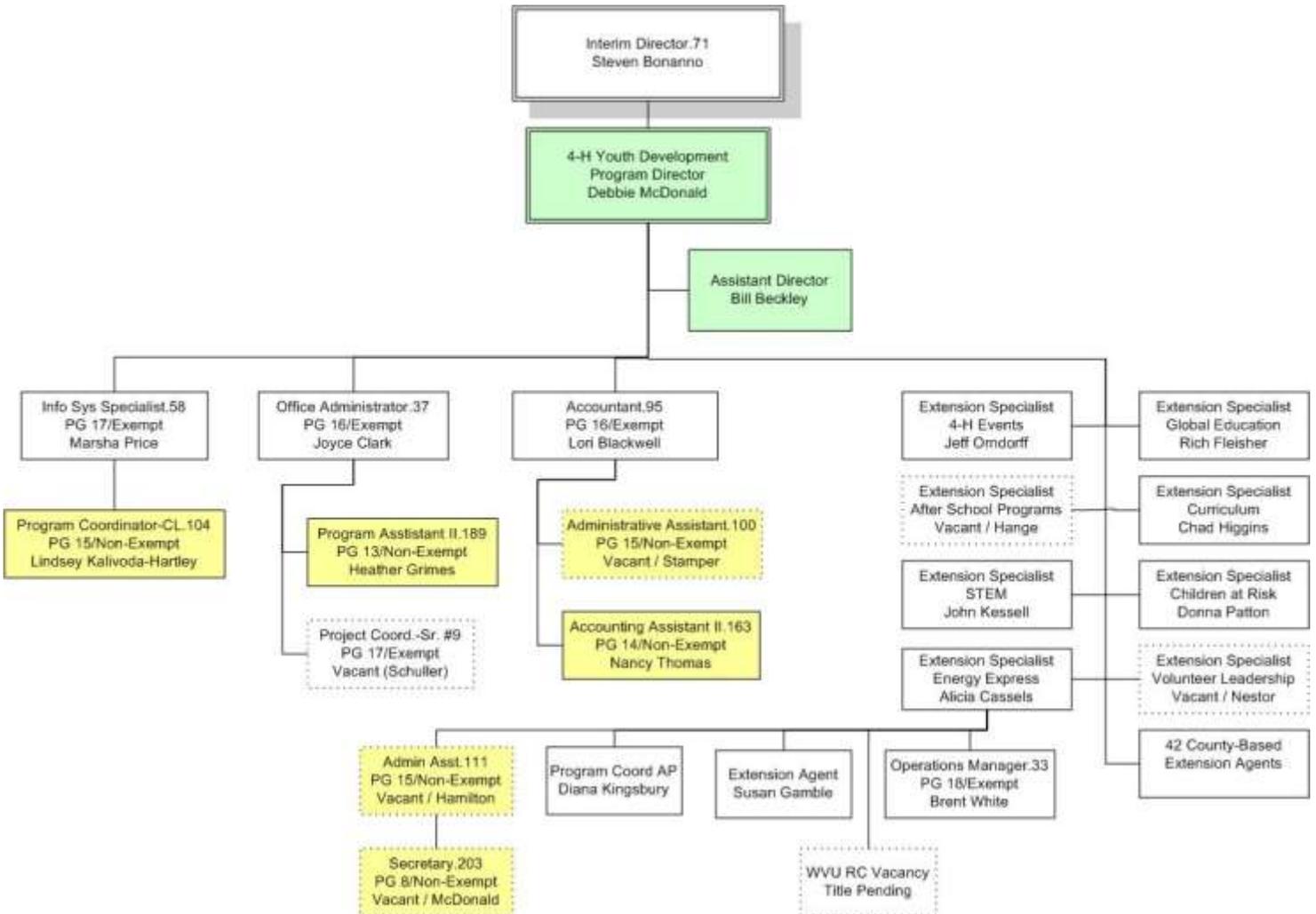
This section considers the position's responsibility for the indirect supervision of subordinates informal work relationships are not considered. Indicate the number of indirect employees under this position's line of authority. The number of subordinates should be reported in full-time equivalency (FTE) and not head count.

1. List the official title(s) of the employee(s) this position indirectly supervises.

<u>Title</u>	<u>Headcount</u>	<u>Total FTE (to be verified by HR Office)</u>
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ORGANIZATIONAL REPORTING RELATIONSHIPS

- PLEASE ATTACH A FLOW CHART FOR YOUR ENTIRE DIVISION AND/OR DEPARTMENT TO THIS PIQ. **FAILURE TO PROVIDE THIS FLOW CHART WILL RESULT IN A DELAY IN THE PIQ REVIEW PROCESS!**



XII. PHYSICAL COORDINATION

This section looks at the motor skills involved in performing this job. Consider the following issues; complexity of body movements; speed/timing of movements; precision of movements; and need for close visual attention.

Please give an example of the physical coordination required to perform this job, such as the amount of accuracy required to use a hand or power tool or operate a specific instrument or type of equipment.

- High level of manual dexterity to operate computer keyboard, fax machine, photocopier, calculator, and telephone. Constant eye movement when working with computer.

XIII. WORKING CONDITIONS

This section considers the quality of working conditions as measured by lighting adequacy, temperature extremes and variations, noise pollution, exposure to fumes, chemicals, radiation, contagious diseases, heights and/or other related hazardous conditions.

Check all items that describe the conditions or environment, in which the position works and provide an example:

Frequency (FQ):

A=All of the Time (90% or more per year) **M**=Most of the Time (50% or more per year)
S=Some of the Time (Less than 50% per year) **R**=Rarely (Less than 10% per year) **N**=Never

Condition	Frequency	Example
Normal office environment	A	
Use of computer	A	
Inadequate ventilation	N	
Extremes in temperature	R	When traveling
Outside weather conditions	R	When traveling
Wetness/humidity	R	When traveling
Dust/fumes/odor (<i>from normal daily conditions</i>)	N	
Heights (<i>over 10 feet</i>)	N	
Moving parts (<i>tools and machinery</i>)	N	
Vibrations	N	
Electrical current	N	
Excessive noise	N	
Respirables (<i>asbestos, silica, coal, e.g.</i>)	N	
Animals	N	
Radiation	N	
Chemicals	N	
Toxic conditions/fumes	N	
Contagious diseases	N	
Body fluids	N	
Other (<i>please list</i>):	N	

XIV. PHYSICAL DEMANDS

This section measures the physical demands of the job as measured by the exertion placed on the skeletal, muscular and cardiovascular systems of the incumbent. Consider both how much and how often it occurs.

Describe any physical effort in the job, such as standing, lifting, carrying, bending, walking, etc., and list how often (daily, weekly, etc.) it happens.

<u>Physical Effort</u>	<u>How Often</u>
▪ Sitting; eye strain at computer monitor	▪ Long hours daily
▪ Walking; bending (to file)	▪ Several times daily
▪ Lifting (office supplies, exhibits) up to 25 lbs.	▪ Daily

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Application Process:

- Applicants must follow West Virginia University [application guidelines](#) when applying for classified positions.
- It is the responsibility of each applicant to provide the Department of Human Resources with written documentation supporting qualifications for the position.
- An incomplete application may disqualify you from further consideration.
- All information on the form MUST be current.
- This will ensure your application for employment receives a complete and thorough review. Application packets must be received by 5:00 p.m. of the closing date.
- Applicants cannot fax any of their application materials.

Send completed applications to:

West Virginia University
Department of Human Resources/Employment Unit
PO Box 6640
Morgantown, WV 26506-6640

CLOSING DATE: April 25, 2012