STATE OF MONTANA

JOB DESCRIPTION

Montana state government is an equal opportunity employer. The State shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

Job Title: Administrative Assistant               Position Number: 07006, 10004
Location: Helena                           Department: Transportation
Division and Bureau: Maintenance Division, Administrative Services   Section and Unit: n/a

Job Overview:

This position serves as an Administrative Assistant for the Maintenance Division of the Montana Department of Transportation (MDT). The incumbent performs a variety of duties related to ensuring effective customer service for the Department; monitoring and implementing various controlled entry procedures to ensure security of Department resources and personnel; managing Division data and accounts payable; and performing various administrative support functions. This position supports the front desk, which requires coverage from 7 a.m. to 5 p.m. The position reports to the Budget Manager/DES Coordinator and does not directly supervise other agency personnel.

Essential Functions (Major Duties or Responsibilities):

Customer Service and Building Security – 45%

This position provides customer service and reception for the Department, and collaborates with other assigned staff in administering the Department’s controlled entry program to monitor visitations and protect state property, equipment, and personnel from adverse situations. This involves serving as primary receptionist for the Department; monitoring and enforcing access procedures; providing customer service to business, media, and other representatives; developing and recommending controlled entry procedures, methods, and technologies; establishing employee building access accounts; monitoring real-time system operations and identifying anomalies or violations; responding to immediate access violations, alarms, or other problems; researching access records and employee building access profiles; developing specialized reports; compiling news and press clippings; configuring and maintaining system equipment; coordinating announcements on MDT’s bulletin board and PA systems; reports MDT building issues to the Facilities Bureau; and serving as emergency response team dispatcher.
• Establishes employee building access accounts for daily building access. Maintains database and researches circumstances involving lost cards, multiple cards to the same person, and other unusual situations.
• Monitors real-time access system operations to identify anomalies, unusual or suspicious access, and/or policy procedure violations.
• Develops specialized reports in response to information requests from other Maintenance Division staff and supervisors.

**Bookkeeping and Data Management – 40%**

This position performs a variety of functions related to maintaining the Maintenance Division accounting and other data. The incumbent reviews, inputs, and tracks all division expense claims; reviews and verifies the accuracy of all documents relating to expense claims, journal vouchers, purchase orders, term contracts, requirement contracts; identifies and resolves errors or discrepancies occurring in vendor claims and journal vouchers; and acquires vendor W-9 when needed.

• Examines and verifies records of State procurement card usage by Maintenance Division headquarter employees.
• Provides accurate and efficient recording and reporting of MDT facilities. This position monitors, records, and retrieves information building/property conditions, renovations, repairs, and maintenance to reflect projects, timelines, costs, and other pertinent information and data.

**Administrative Support – 10%**

This position provides a variety of administrative support functions for the Maintenance Division, including reviewing and distributing mail; receiving deliveries; maintaining supply inventories; coordinating records management; tracking North Western Energy costs; managing Department photo processes; and serving as backup to other administrative support staff.

**Other Duties as Assigned – 5%**

Performs a variety of other activities as assigned by Maintenance Division supervisors in support of the Department mission and Division objectives. This includes coordinating special projects, preparing inventory reports, and performing a variety of other duties as directed.

**Supervision**

The number of employees supervised is: 0
The position number for each supervised employee is: n/a

**Physical and Environmental Demands:**

**PHYSICAL**
- Work for long periods of time at work station
- Operating a computer
- Communicate in writing, in person, and over the phone

**MENTAL**
- Deal with the public on a regular basis
- Ability to multi-task
- Demands for accuracy in all aspects of work
- Ability to meet inflexible deadlines
- Comparing data
- Compiling information
- Interpersonal skills/behaviors

**Knowledge, Skills and Abilities (Behaviors):**

**KNOWLEDGE:**
This position requires thorough knowledge of customer service standards; accounting methods and procedures; database file management; data analysis methods; records management and state retention rules; and security monitoring. A general knowledge of highway maintenance and program activities is also preferred.

**SKILLS:**
This position requires skill in the operation of specialized computer database and management systems; isolating and resolving technical problems related to database and controlled access system operations; and excellent written and verbal communication skills.

**Minimum Qualifications (Education and Experience):**
The required knowledge and skills are typically acquired through a combination of education and experience equivalent to a high school diploma or equalent schooling.

This position requires a minimum of 2 years of experience in customer service, bookkeeping, or data management.
Alternative qualifications include: Any combination of additional related work experience and education equivalent to the minimum qualifications.

**Special Requirements:**

*List any other special required information for this position*

- [ ] Fingerprint check
- [ ] Background check
- [ ] Valid driver's license
- [ ] Other; Describe

**MFPE Union Code**

**Safety Responsibilities**

The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.

**Signatures**

My signature below indicates the statements in the job description are accurate and complete.

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My signature below indicates that I have read this job description.

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Human Resources Review

Job Code Title: Administrative Assistant 2  Job Code Number: Q61022  Level: 2

My signature below indicates that Human Resources has reviewed this job description for completeness and has made the following determinations:

☐ FLSA Exempt  ☒ FLSA Non-Exempt
☐ Telework Available  ☒ Telework Not Available
☒ Classification Complete  ☐ Organizational Chart attached

Human Resources:

________________________________________
Signature  Title  Date