

Attachment A Temporary Personnel Services Position Descriptions 2012

1. Administrative Assistant I

- General clerical duties.
- Light typing (40-50wpm) and multiple typing tasks.
- Greets visitors.
- Answers telephones, transfers calls, provide agency directory assistance.
- Handles a variety of calls so must have excellent customer services and telephone skills.
- Filing, to include labeling, circulation, retrieval, and purging documents/files.
- Mass mailing, postage, pickup and deliver mail.
- Place supply and subscription orders, verify accuracy of shipments, issue and inventory supplies.
- Proper front desk appearance.
- Process information of a general nature.
- Knowledge of general Microsoft Office Suite (Word, Excel, Outlook), and other basic computer skills and processing procedures.
- Ability to utilize all office equipment including but not limited to telephone equipment; fax, copier, scanner, or multifunctional device; and conference call equipment.
- Schedule appointments and meetings, make transportation and lodging reservations, take registrations.
- Track billing charges, status of funds, collect and deposit fees, issue receipts//refunds, balance figures on monthly reports.
- Minimum supervision needed. Action taken is based on learned, specific guidelines that permit little deviation or change.
- Minimum 6 months to 1 year experience, depending on needs.

2. Administrative Assistant II

To include all items listed above in Administrative Assistant I and the following:

- Must have excellent computer skills to operate all required software packages to support the office.
- Compiling and formatting content for program materials.
- Production of materials to support office operations.
- Develop personal organization and tracking methods such as internal spreadsheets, tickler files, set up the routine for tracking information, and decide which software format is most effective to produce the required results.
- Plan events and be responsible for logistics, equipment, menus/caterers, and presenters.
- Professional knowledge of business field and organization policies.
- Process confidential information and release official information upon request.
- Create and produce correspondence on own initiative.
- Capable of functioning independently. Recommend changes to procedures or forms upon approval.
- Authorized to make exceptions to requirements.
- Minimum 1 to 2 years experience, depending on needs.

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3. Administrative Assistant III

To include all items listed above in Administrative Assistant I & II and the following:

- Decide what operations will be performed and how processes will be implemented.
- Establish options to standards and processes based on circumstances.
- Create, develop, maintain and revise office procedures and manuals.
- Establish a general office record system and/or resource library.
- Design forms and establish processing procedures.
- Account for office supplies funds and estimate operating expenditure required for office supplies and equipment.
- Minimum 2 -3 years experience, depending on needs, which includes Accounting experience.
- Optional skills may include experience with Colorado Financial Reporting System (COFRS).

4. DATA ENTRY

- Able to key from simple source documents batched or un-batched at 40-50 wpm.
- Optional skills may include ability to key 10,000 keystrokes per hour with a 2% or lower error rate.
- Enters mailing lists, demographic data, general data and information, into data entry program, database, or online system.
- Verify entries and corrects transactions, verify data using optical character recognition program if required, and maintain records of data processed.
- Must have excellent computer skills to operate all required software packages to support the office.
- Compiling and formatting data content.
- Generates reports on system information.
- Troubleshoot and report problems with processing of transactions.
- Test system changes to ensure that revisions work properly.
- Follows instructions carefully and ask questions as needed to ensure proper performance.
- Explain systems, rules, and procedures to others.
- Ensure equipment is at operating mode, report problems with operating equipment.
- Able to sit for long periods of time.
- Minimum 6 months to 1 year experience, depending on needs.
- Optional skills may include experience with Colorado Financial Reporting System (COFRS)

5. ACCOUNTING TECH

- Experience in manual and computer systems.
- Posting to accounts.
- General ledger or cash receipts journal.
- Reconcile bank statements.
- Experience in payroll tax reporting.
- Ten-key skills.
- Higher level of decision making also includes a work leader, which involves the performance of such duties as assigning work and scheduling.
- Minimum 2 yrs. Experience.
- Optional skills may include experience with Colorado Financial Reporting System (COFRS).

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6. ACCOUNTANT

To include all items listed above in Accounting Tech and the following:

General skills: Analyze financial information and prepare financial reports to determine or maintain record of assets, liabilities, profit and loss, tax liability, or other financial activities within an agency.

- Optional skills may include experience with the Colorado Financial Reporting System (COFRS).

Responsibilities

- Collect payments due an agency, issue disbursements to discharge an agency's financial obligations, and record transactions based on source documents. Prepare journal entries.
- Perform reconciliation of discrepancies in accounting records or control mechanisms. Review accounting records and transactions to assure conformance to identified statutes, statewide fiscal rules and accounting system procedures, agency policies and procedures, and generally accepted accounting principles (GAAP).
- Prepare both non-standard accounting reports upon request and standard accounting reports produced on a scheduled basis, and records to assure compliance with the Government Accounting Standards Board (GASB) and state fiscal rules.
- Authorize transactions; perform adjustment, closure, and balance of accounts and/or preparation of year-end statements.
- Monitor accounts to assure sufficiency of funds, proper expenditure of funds, and conformance with identified state fiscal rules and regulations, and the requirements of any grantors.
- Minimum education: Bachelor's degree from an accredited college or university in accounting, or 27 semester hours of accounting or auditing coursework may substitute for the required education.
- At the agency's discretion, a master's or doctorate degree in accounting, or an MBA with an emphasis in accounting from an accredited college or university may substitute for the bachelor's degree.
- At the agency's discretion, a CPA may substitute for the bachelor's degree. Full-time professional accounting experience may substitute for the bachelor's degree in accounting on a year-for-year basis.

7. TAX EXAMINER

- Provides technical and/or professional work in the examination/auditing of state tax returns and supporting documentation and account information to determine correct tax liabilities, resolve protests, and/or provide taxpayer assistance.
- Reviews or audits individual or non-apportioned corporate returns and accounts for accuracy and currency.
- Analyze accounts to resolve errors, discrepancies, and taxpayer complaints by adjusting or entering account information, determine applicable interest and penalties, and adjust refunds or assessments. Transfer, cancel, or credit accounts.
- Handles taxpayer queries on many types of taxes and provide instructions on forms, procedures, and payments or rates.
- Work with other tax entities such as the IRS, other states, and city, county, or local tax authorities.
- Experience: two years of bookkeeping or technical accounting work or successful completion of 15 semester hours in accounting, auditing or bookkeeping coursework from an accredited college or university.

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8. GENERAL PROFESSIONAL

- Performs clearly defined assignments following established work processes and procedures. Operate within standard processes and alternatives and any deviation requires prior approval.
- Responsible for project work to fulfill State program business needs and requirements.
- Professional work is analytical and evaluative in nature. Apply theories and principles of the applicable professional field.
- Minimum experience: 2 years professional experience in the applicable field, including but not limited to professional procurement, contract drafting, technical writing, grant writing, and library sciences.
- Education and professional certification requirements apply to the corresponding profession. At the hiring agency's discretion, a Bachelor's, Master's, legal degree and/or professional procurement or contract management certification may be required.

9. LEGAL ASSISTANT

- Assemble, prepare and/or organize legal records and documents.
- Research legal issues by searching law sources such as statutes, case law decisions, legal articles, and codes to identify and gather pertinent data upon which arguments and strategy options may be based and to prepare reports of findings for attorneys.
- Take and compile notes at depositions and witness interviews, conduct interviews, review cases to identify allegations and legal issues, contact parties to obtain pertinent case information, review legal documents for legal sufficiency.
- Monitor case progress and maintain case status to help ensure timely processing, provide information on legal procedures and process, perform other related work as required to provide legal support to agency program staff, attorneys, and judges.
- Create a master file from a variety of software databases.
- Basic clerical duties as they relate to legal system issues.
- Minimum 2 years experience.

10. PARALEGAL

- Reviews case files to ascertain and identify legal issues, compiles and analyzes information from client agencies and other parties, done under the direct supervision of a licensed attorney.
- Drafts pleadings such as motions, briefs, affidavits, subpoenas, summons, complaints, and answers in accordance with the rules of civil procedure and other regulations or laws governing such, in response to specific instructions requests by a licensed attorney.
- Conducts legal, technical, and factual research; conducts investigations and analysis in response to specific assignments; composes documents in support of findings.
- Directs and develops information, both factual, legal, and technical, to be used at trial or administrative hearings; identifies and assembles exhibits, done under the direct supervision of a licensed attorney.
- Establishes and maintains individual case files and internal libraries of legal resources materials, such as briefs and recent case decisions.
- Drafts rule opinions and transmittal documents.
- Minimum 2 years experience.

11. SECURITY SERVICES OFFICER

- No weapons are permitted on the job.
- Maintain a presence to preserve order and protect property. Monitor and authorize entrance and departure of employees, visitors, and other persons to guard against theft and maintain security of the premises.
- Answer alarms and investigate disturbances.
- Operate detecting devices to screen individuals to specified locations or to provide personal protection. Monitor security systems to ensure operational use and to detect evidence of tampering.
- Write reports of daily activities and irregularities such as equipment or property damage, theft, presence of unauthorized persons or unusual occurrences.
- Call police or fire departments in cases of emergencies such as fire or presence of unauthorized persons.
- Must have completed minimum 40 hours security training course and provide certificate of completion. First aid training and certificate desirable.
- Selection depends on successful completion of background check as required by the agency.

12. SENIOR SECURITY SERVICES OFFICER

To include all items listed above in Security Services Officer and the following:

- Highly trained and experienced peace officer able to handle on site threat situations as a lead worker.
- Minimum qualifications are 1 year working as a security services officer and 1 year of college course work in criminal justice, behavioral science, criminology, police science, social work or sociology, or a combination of applicable work experience.
- Meet agency-specific requirements for additional years of experience and skills, to include agency-identified control and restraint techniques.

13. SECURITY INVESTIGATOR

To include all items listed above in Security Services Officer and the following:

- Security Investigator performs work on behalf of Lottery, Gaming, or Enforcement to assist with investigations and/or licensing activities.
- Qualifications and experience may be reviewed to address agency-specific needs.

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14. BOOKSTORE CLERK

- Set up, stock, clean and organize applicable store areas.
- Ensure proper rotation of all products for sale.
- Requires lifting up to 25 lbs. for materials handling, shipping and receiving.
- Frequent bending and stooping. Ability to stand during the majority of shift.
- General clerical duties, filing, process information of a general nature.
- Able to handle assignments including bindery, collating, labeling, and marking.
- Greets visitors and answers telephones.
- Minimum supervision needed.

15. CASHIER

May include all items listed above in Bookstore Clerk and the following:

- Responsible for ringing cash, check, charge and refund sales transactions at the register.
- Ability to run cash register equipment efficiently and accurately, approve checks and make correct change for customers.
- Ability to deal with heavy customer traffic in a friendly and courteous manner.
- Frequent bending and stooping. Ability to stand during the majority of shift.
- Ability to perform all services required with regard to days/hours authorized and specified by using agencies. For example, a campus bookstore may be open from 8:00 a.m. to 6:00 p.m. Monday through Thursday; 8:00 a.m. to 5:00 p.m. on Fridays, and 10:00 a.m. to 3:00 p.m. on Saturdays. During semester rush periods, some hours may be extended and worker would be required to work all established hours.
- Basic background checks may be required upon request for temporary cashier positions.

16. PARKING & EVENTS ATTENDANT

Provide parking and traffic services, enforcement, set-up and breakdown, and/or ticket sales for a variety of special events (i.e. sporting events, concerts, graduations, special engagements). Positions are primarily “field” positions requiring work outside during all seasons.

- Direct motor vehicle and foot traffic
- Guide vehicles into designated parking areas with hand signals and verbal direction
- Handle cash for ticket sales for parking spaces in public lots (some events, some positions)
- Set-up and breakdown cones and barricades
- Provide customer service to event guests and visitors using diplomacy and good judgment in interactions and conversations
- Assist in trash pick-up (some events)
- No smoking allowed while working
- High profile public visibility so clothing should be in good, clean condition; closed toe shoes (no sandals) are required for safety purposes.

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17. MAILROOM ASSISTANT

- Must be able to lift 50 lbs. to load mail tubs onto pallets or into cages for transport.
- Date-stamps incoming mail, sorts for pickup, sorts materials and stuffs envelopes.
- Sorts incoming mail, opening envelopes by hand or machine. Metering work and workers can be trained on metering machine if required.
- Type label information using Microsoft Excel and spreadsheets, apply labels.
- Prepares and processes necessary paperwork related to mail services. Maintains records on quantities and descriptions of materials received and distributed. General labor to support mailroom operations, such as fill order requests.
- Basic office skills, customer service, and must be able to follow both verbal and written instructions.
- Works closely with state staff to contribute to a smooth and efficient operation.
- Must be able to sit and stand for long periods of time.
- Physical activity requires ability for reaching, bending, kneeling, stooping, and lifting.

18. DOCUMENT IMAGING – MATERIALS PREPPER

- Preps documents for scanner or microfilm by removing staples, taping tears, and cutting envelopes to smaller size if too large.
- Must be able to lift at least 20-30 lbs regularly.
- Must follow instructions carefully and ask questions when necessary to make sure the job is done correctly.
- Must be able to complete 2 tubs of materials or more per day.

19. DOCUMENT IMAGING – MATERIALS SCANNER / IMAGING WORKER

- Scans documents using production high volume scanners, performs quality control on scanned images, indexes images as required by data entering basic information into system.
- Must have basic PC skills including navigating through Window's Explorer. Some knowledge of Microsoft Excel is preferred.
- Experience in using high volume production (not flatbed) scanners highly desired but not required.

20. UTILITY WORKER (Under 50 lbs.)

- Lifting less than 50 lbs.
- General physical work that requires the use of tools, operation of equipment, and materials handling.
- Warehouse work includes tasks to pack, ship, receive, store, inventory, distribute goods, process paperwork and maintain supporting records for goods. Maintenance cleaning for warehouse and storage areas.
- Optional skills may include driving to distribute goods. Drivers may be required to provide proof of current State of Colorado Commercial Driver's License.
- Able to handle assignments including bindery, carpentry, collating, labeling, marking, and painting. Set up tables and chairs for events.
- If unable to accommodate customer requests, route them to supervisor.

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21. UTILITY WORKER (50 lbs. Or Over)

To include all items listed above in Utility Worker (50 lbs. or under) and the following:

- Lifting 50 lbs. or more.

22. GROUNDS KEEPER

- Maintain grounds by mowing, edging, trimming, fertilizing, aerating, raking, pruning and cleaning, snow removal from sidewalks, ramps, and parking lots; plant, cultivate, fertilize, prune and weed flower beds; install maintain and monitor irrigation systems.
- Operate a variety of manual tools cultivation and grounds equipment.

23. CUSTODIAN

- Regular custodial duties with supervision, such as office cleaning and common area cleaning, including but not limited to trashing, dusting, vacuuming, window cleaning, multi-surface cleaning, brass cleaning/polishing, hard surface floor cleaning, stripping and waxing floors, carpet shampooing, recycling, and restroom cleaning.

24. FOOD SERVICES

Personal Qualifications

- Provide exceptional customer service to each and every customer.
- Maintain neat appearance, approved by the agency.
- Maintain proper personal hygiene.
- Compliance with all health and sanitation laws.

Responsibilities

- Prepares fruit and vegetables, salads and desserts
- Makes toast, coffee, warms food, etc
- Assist other kitchen team members with prep work and cleaning responsibilities.
- Includes basic food service (i.e. wait staff, server) and preparation.
- Works with hot appliances, uses sharp knives and utensils.
- May use slicers or other kitchen machinery.
- General kitchen and food preparation experience required.

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25. COOK

Qualifications and Responsibilities include all of those for Food Services and the following:

Personal Qualifications

- Maintain the highest level of personal appearance and behavior.
- Aggressively pursue the highest level of sanitation standards achievable.
- Understand and practice proper food safety practices and comply with all applicable federal, state, county and city codes.
- Responsible for the daily mass food preparation and service to provide meals for a given population on a continuous basis.

Responsibilities

- Ensure that all food products are fresh and of high quality. Use of proper rotation systems, including labeling and dating all food products.
- Use proper portioning tools to control food costs and deliver a high quality, consistent product.
- Maintain correct food temperatures. Take temperatures every 2 hours throughout the shift to ensure compliance.
- Keep work area clean and sanitary at all times. Perform cleaning duties to include all applicable areas.
- Assist in ordering product and in putting deliveries away.
- Maintain all state provided facility and equipment in "like new condition."
- Must be able to carry loads greater than 35 pounds, be able to transport up to 50 pounds regularly, place items on shelves.
- Must be able to frequently bend, stoop, twist and move about without injury to self or others.
- 90% of the time standing, 10% of the time sitting. Ability to stand for up to ten hours.
- General kitchen and food preparation experience required.

26. Cook/Manager responsibilities include all of those for Cook and the following:

- Work with the agency to maintain adequate staffing according to levels of business.
- Order, receive, and pay cash for goods and service as required.
- Direct and maintain accurate tracking mechanisms for all cash, reconcile books, and make bank deposits.
- Strive to improve service, increase sales volume, and maximize profit margins.
- Be informed and up-to-date on all menu, beverage, and special event information.
- Conduct routine shift meetings to inform staff about specials and menu changes.
- Update Point of Sale (P.O.S.) system with current menu and price changes.
- With the agency, provide training and development to all employees as required.
- Continually educate staff in appreciation of and compliance with all health and sanitation laws
- Work with the agency to maintain inventory levels that were at the facility upon assignment, or a new amount as determined by the SLA.
- Excellent knowledge and understanding of purchasing inventory control, menu development, food preparation techniques, marketing and employee scheduling.
- Excellent communication skills.
- Complete accurately all assigned daily, weekly, and monthly administrative responsibilities in a timely manner.