

Position Description

Unclassified Effective Date May 28,2019

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Office of Personnel Services.

CHECK ONE: NEW POSITION EXISTING POSITION

Agency
Number

Part I - Items 1 through 12 to be completed by department head or personnel office.

058

1. Agency Name Kansas Human Rights Commission		9. Position No. K0239119	10. Budget Program Number 01031	
2. Employee Name (leave blank if position vacant) Vacant		11. Present Class Title (if existing position) Administrative Specialist (Recpt./Docketing Clerk)		
3. Division		12. Proposed Class Title		
4. Section	For Use By Personnel Office	13. Allocation		
5. Unit		14. Effective Date		
6. Location (address where employee works) City Topeka County Shawnee		15. By	Approved	
7. (circle appropriate time) Full time Perm. Inter. Part time Temp. %		16. Audit Date: By: Date: By:		
8. Regular hours of work: (circle appropriate time) FROM: 8:00 AM P M To: 5:00 AM P M	17. Audit Date: By: Date: By:			

Position
Number
K0239119

PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position:

N/A

19. Who is the supervisor of this position? (person who assigns work, gives directions, answers questions and is directly in charge)?

Name	Title	Position Number
Barb Wangerin	Administrative Officer (Office Manager)	K0231824

Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
Barb Wangerin	Administrative Officer (Office Manager)	K0231824

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

The employee functions under the general supervision of the Administrative Officer (Office Manager). The incumbent completes tasks within the scope of established policies, requirements, or practices. Instructions, when given, will be general in nature. Excellent organization skills, sound judgment, good communication skills and independent, effective implementation of tasks are essential. The incumbent must excel at prioritizing tasks as requests will be received from numerous sources other than the supervisor. The employee is expected to seek advice from the Office Manager on any unusual or difficult situations.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties):

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time and Identity each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident of minimal part of the position.

No. Each Task and Indicate Percent of Time	E or M	
40%	E	<p><u>Harmonious Relations:</u> Expected to maintain harmonious and professional relations with the Commission and non-Commission personnel in a manner that furthers the attainment of the Commission mission. Ability to work well with others, including resolving matters in a positive and harmonious manner. (Essential Function)</p>
35%	E	<p><u>Receptionist/Public Relations:</u> Serves as the Topeka office receptionist, and frequently serves as the receptionist for the Wichita office when the Wichita receptionist is unavailable and could potentially serve as the receptionist for the Dodge City office. Greets and assists the public. Accurately and politely answers, screens, and routes telephone calls using a multi-line phone to proper KHRC personnel. Notifies staff of calls via e-mail or paper message, including Intake staff of telephone or walk-in inquiries. Uses the EEOC's IMS database as necessary to route callers to the correct Special Investigator or Investigative Administrator. Must be familiar with agency processes to correctly route callers. Correctly answers questions and provides basic information to people who feel they have been discriminated against and who may have a basis to file a Complaint with this agency. Must use great tact and understanding when making responses in this area because of the emotional distress the people asking questions may be under. If inquiries do not fall within the KHRC jurisdiction, refers the callers to a more appropriate agency, if possible. Provides excellent customer service.</p> <p><u>Docketing of Complaints, Additional Data Entry & Case Processing:</u> Serves as the primary position for data entry in the Integrated Mission System (IMS).</p> <ul style="list-style-type: none"> •Dockets (completes IMS data entry) daily in an accurate and efficient manner on all complaints filed with the KHRC. Completes merges and sends form letters and required documents to Complainants, Respondents, and any other designated recipients. Make a case file to agency requirements for each complaint filed. Scans, uploads and correctly labels filed complaints, EEOC forms and other documents into the IMS. Emails Intake Credit paperwork to the EEOC contact daily. Maintains the complaint Master Files. •Enters updated contact information and runs updated Charge Detail Inquiry reports. Makes accurate and timely entries in the EEOC database at appropriate milestones, such as submission of cases to the Investigative Administrator or sending of cases to Commissioners, entry of determinations and closeouts. Makes entries of case assignment to investigators and Commissioners at the direction of the Investigative Administrator, Assistant Director or Executive Director. As directed, prepares determination paperwork and e-mails cases for determination to Commissioners. Enters closeout and other codes as received. Responsible for IMS data entry according to EEOC standards. •Prepares and sends a variety of closeout letters for first-filed EEOC cases, as requested by the Investigative Administrator. • Copies or scans and uploads investigative files to the IMS as directed by the Investigative Administrator. • Runs pending Investigator inventories monthly or as requested. Runs Charge Detail Inquiries and other IMS reports. Has direct contact with EEOC personnel regarding IMS system.
10%	E	<p><u>Administrative Support:</u> Receive, open and distribute office mail in a proper manner, make routine copies. Mail out KHRC Publications, other routine mailings, and mail for KHRC staff. Coordinates and logs large and frequent mailings of confidential information to and from Topeka office either via U.S. Postal Service or Federal Express using the appropriate method depending upon monthly processing deadlines or as instructed. Prepares and receives certified mail. Maintains copy and fax machines with paper and toner. Periodically checks fax machine throughout the day for faxes, processes and in a proper manner, and delivers to appropriate staff.</p>
5%	E	<p><u>Respondent Extension Requests:</u> Uses the EEOC's IMS database to route Respondent attorneys/representatives to assigned Special Investigator for extension requests. Responds to Respondent extension requests for submitting position statements for first-filed KHRC cases assigned to KLS or cases awaiting assignment to a Special Investigator using agency practices and issues confirming e-mails. Forwards Respondent contact information to KLS if the case is assigned to KLS.</p>

5%	M	<p><u>Back up to Office Manager:</u> Serves as the back up to the Office Manager for:</p> <ul style="list-style-type: none"> • Periodically processes payroll, including the entry and/or approval of employee timesheets, checks leave slips for accuracy, resolves any differences. Generates SHARP and/or payroll reports and check for accuracy, resolving any errors. • Periodically prepares bills for payment by completing appropriate paperwork, submitting for approval, and then submitting the SMART Service Center for processing. • Month-End Case Processing: 1. enter "F0" codes at month-end or throughout month, 2. prepare monthly submissions to the EEOC for contract credit on dual-filed cases, 3. Run reports to prepare docketing report for Commission meetings. • Receives, researches and completes correspondence on audit requests.
5%	M	<p><u>Other Duties as Assigned:</u> Other duties as assigned or required. Type letters, case progress, summaries, agreements and other written or dictated materials as requested. Assists Office Manager with moving files to storage or Archives, shifting files, and/or transferring equipment to Surplus Property. Assists with Employment Law Seminar or special projects.</p>

22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position:
- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
 - () Plans, staffs, evaluates, and directs work of employees of a work unit.
 - () Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Name	Title	Position Number
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N/A

23. Which statement best describes the results of error in action or decision of this employee?

- (X) Minimal property damage, minor injury, minor disruption of the flow of work.
- () Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
- () Major program failure, major property loss, or serious injury or incapacitation.
- () Loss of life, disruption of operations of a major agency.

Please give examples.

Incorrectly answering questions from the public or parties to complaints may cause distress or confusion. Incorrect data entry could cause confusion, and additional time and effort to research, make corrections, and clear up any misunderstandings. Incorrect or improper use of procedures could result in complaints not being timely filed, parties not being properly notified, etc. and involving the agency in timely and costly litigation. Errors in any area could cause confusion, delays in workflow, and/or require corrective action by others.

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Daily contact with the public in person, by phone, e-mail or written correspondence, for the purpose of answering questions or providing information. Contact with other state agencies occurs daily. Contact with agency personnel staff daily to provide messages and to receive, coordinate and complete work assignments. Can be stressful environment as callers are often anxious to reach staff and must refocus on data input and/or typing after phone calls. May be exposed to descriptions of offensive behavior as callers describe their discrimination complaint. All interactions are to be carried out in a professional, courteous manner.

25. What hazards, risks or discomforts exist on the job or in the work environment?

Stress from multi-tasking and meeting deadlines. Can be stressful environment as callers are often anxious to reach staff and must refocus on data input and/or typing after phone calls. May be exposed to descriptions of offensive behavior as callers describe their discrimination complaint. Eye and muscle strains from long periods of computer and telephone use. Other hazards common to working in an office building. Occasionally assists individuals who may be emotionally sensitive due to their situation. This employee must remain calm and professional at all times.

26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used:

Daily use of computer, telephone, printer, facsimile, copy machines, and scanner.

PART III - To be completed by the department head or personnel office

27. List the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education - General

Two years of experience in general office, clerical and administrative support work. Education may be substituted for experience as determined relevant by the agency.

Education or Training - special or professional

N/A

Licenses, certificates and registrations

N/A

Special knowledge, skills and abilities

Provides excellent customer service. Must possess attention to detail and ability to focus on the task at hand. Ability to communicate effectively orally and in writing, including proofreading and editing. Ability to understand and follow verbal and written instructions. Proficiency in word processing and e-mail software, specifically Microsoft Office Word, Outlook, Excel, PowerPoint, Publisher and also Adobe PDF or similar. Ability to learn, navigate and accurately enter data in the EEOC's IMS database; possess computer skills and problem-solving abilities to enable correct and efficient data-entry in the IMS database. Ability to recognize and fix errors without direction. Ability to work with others in a calm and professional manner. Ability to meet deadlines and multi-task with multiple work assignments and deadlines. Prefer bi-lingual speaking, writing, and reading ability in Spanish.

Experience - length in years and kind

See above.

28. SPECIAL QUALIFICATIONS

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

N/A

Signature of Employee

Date

Signature of Personnel Official

Date

Approved:

Signature of Supervisor

Date

Signature of Agency Head or
Appointing Authority

Date