OFFICE SERVICES



Broad Occupational Category - 3

DUTIES AND RESPONSIBILITIES

- *Serve as point of contact for internal or external customers*
- *Resolve complaints or service issues with vendors, agencies, or the public*
- *Manage office support services (mail, shipping/receiving, printing, supplies) and improve office processes or workflows*
- *Maintain files, records, and document control systems, including maintaining electrical records or mailing lists.*
- *Ensure accurate processing of incoming and outgoing correspondence*
- *Maintain inventories of office supplies and reorder as needed, as well as overseeing use of equipment and routine maintenance*
- *Ensure compliance with state and federal regulations (mailing, records, or safety)*
- *Communicate policies and procedures to staff, vendors, or the public*
- *Operate and maintain high-volume or automated mail/shipping equipment*
- *Prepare reports, correspondence, and documentation for management review*
- *Utilize computer software for word processing, tracking, and reporting*
- *Balance, direct, and control day-to-day workloads across staff or multiple units*
- *Train and mentor subordinate staff on policies, procedures, work tasks, and how to handle issues and conflicts*
- *Maintain and reconcile financial, operational, or production records*
- *Monitor expenditures and resource allocation, including for vendor contracts.*

COMPETENCIES

- **Problem Solving** - Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
- **Action Oriented** - Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.
- **Composure** - Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.
- **Customer Focus** - Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
- **Informing** - Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit, and/or the organization; provides individuals information so that they can make accurate decisions; is timely with information.
- **Organizational Agility** - Knowledgeable about how organizations work; knows how to get things done both through formal channels and the informal network; understands the origin and reasoning behind key policies, practices, and procedures; understands the cultures of organizations.
- **Patience** - Is tolerant with people and processes; listens and checks before acting; tries to understand the people and the data before making judgments and acting; waits for others to catch up before acting; sensitive to due process and proper pacing; follows established process.
- **Priority Setting** - Spends his/her time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.

- **Dealing With Ambiguity** - Can effectively cope with change; can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty.
- **Integrity and Trust** - Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
- **Listening** - Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
- **Organizing** - Can marshal resources (people, funding, material, support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently arranges information and files in a useful manner.
- **Planning** - Accurately scopes out length and difficulty of tasks and projects; sets objectives and goals; breaks down work into the process steps; develops schedules and task/people assignments; anticipates and adjusts for problems and roadblocks; measures performance against goals; evaluates results.
- **Technical Learning** - Picks up on technical things quickly; can learn new skills and knowledge; is good at learning new industry, company, product, or technical knowledge; does well in technical courses and seminars.
- **Time Management** - Uses his/her time effectively and efficiently; values time; concentrates his/her efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities.

SMART Goal Prompting Questions

Serve as point of contact for internal or external customers

- What actions could you take to improve the responsiveness, professionalism, or consistency of customer service?
- How will you measure success, such as improved response times, customer satisfaction, or reduced unresolved inquiries?
- What communication techniques, resources, or processes could help you provide more effective customer service?
- How does providing effective customer service support agency operations and the public's experience with state government?
- By what date or service period will you aim to improve your customer service practices?

Resolve complaints or service issues with vendors, agencies, or the public

- What strategies could you use to improve the efficiency and effectiveness of resolving complaints or service issues?
- How will you measure success, such as reduced resolution times, fewer recurring issues, or improved customer satisfaction?
- What communication methods, tracking tools, or problem-solving techniques could strengthen your approach?
- How does timely and effective issue resolution support positive relationships and reliable agency services?
- By what date or reporting period will you aim to improve complaint and service issue resolution?

Manage office support services and improve office processes or workflows

- What actions could you take to improve the efficiency, organization, or reliability of office support services?
- How will you measure success, such as reduced processing times, fewer errors, improved workflow, or increased staff satisfaction?
- What process improvements, technology, or organizational tools could help streamline office operations?
- How do efficient office support services contribute to productivity and effective agency operations?
- By what date or operational cycle will you aim to implement and evaluate an improvement?

Maintain files, records, and document control systems

- What steps could you take to improve the accuracy, organization, accessibility, or security of files and records?
- How will you measure success, such as fewer filing errors, faster retrieval times, or improved record completeness?
- What filing systems, tracking tools, or document-management practices could strengthen records management?
- How does accurate and organized recordkeeping support agency accountability, efficiency, and compliance?
- By what date or records-management cycle will you aim to improve document control practices?

Ensure accurate processing of incoming and outgoing correspondence

- What actions could you take to improve the accuracy, timeliness, or consistency of correspondence processing?
- How will you measure success, such as fewer errors, faster processing times, or improved tracking of correspondence?
- What checklists, tracking systems, or quality-control procedures could improve correspondence processing?
- How does accurate correspondence management support effective communication and agency operations?
- By what date or reporting period will you aim to improve correspondence processing?

Maintain inventories of office supplies and oversee equipment use and routine maintenance

- What strategies could you use to improve the accuracy and efficiency of inventory and equipment management?
- How will you measure success, such as fewer supply shortages, reduced waste, improved inventory accuracy, or fewer equipment issues?
- What inventory tracking tools, maintenance schedules, or ordering procedures could improve resource management?
- How does effective management of supplies and equipment support uninterrupted agency operations?
- By what date or inventory cycle will you aim to improve inventory and equipment management?

Ensure compliance with state and federal regulations

- What steps could you take to strengthen compliance with applicable mailing, records, safety, or other regulatory requirements?

- How will you measure success, such as fewer compliance issues, successful reviews, or improved documentation?
- What training, checklists, reference materials, or monitoring procedures could strengthen compliance?
- How does regulatory compliance support accountability, risk reduction, and public trust?
- By what date or compliance review cycle will you aim to improve compliance practices?

Communicate policies and procedures to staff, vendors, or the public

- What actions could you take to improve the clarity, consistency, and effectiveness of communicating policies and procedures?
- How will you measure success, such as fewer questions or misunderstandings, improved compliance, or increased customer satisfaction?
- What communication methods, reference materials, or training resources could make policies and procedures easier to understand?
- How does effective communication support consistent application of policies and efficient agency operations?
- By what date or communication cycle will you aim to improve how policies and procedures are communicated?

Operate and maintain high-volume or automated mail/shipping equipment

- What steps could you take to improve the efficiency, reliability, or accuracy of mail and shipping equipment operations?
- How will you measure success, such as reduced downtime, fewer processing errors, or improved processing times?
- What preventive maintenance practices, training, or operating procedures could improve equipment performance?
- How does reliable mail and shipping equipment support timely communication and agency operations?
- By what date or maintenance cycle will you aim to improve equipment operation or maintenance practices?

Prepare reports, correspondence, and documentation for management review

- What actions could you take to improve the accuracy, clarity, timeliness, or usefulness of reports and other documentation?
- How will you measure success, such as fewer revisions, faster completion times, or improved feedback from management?
- What templates, quality-control processes, or software tools could strengthen your reporting and documentation?

- How does accurate and well-organized documentation support management decision-making and accountability?
- By what date or reporting cycle will you aim to improve the quality or efficiency of your documentation?

Utilize computer software for word processing, tracking, and reporting

- What steps could you take to improve your proficiency or efficiency with software used for office operations?
- How will you measure success, such as reduced processing time, fewer errors, or increased use of advanced features?
- What training, tutorials, automation tools, or software features could improve your productivity?
- How does stronger software proficiency support efficiency and accuracy in office services?
- By what date will you aim to develop and apply a specific software skill or improvement?

Balance, direct, and control day-to-day workloads across staff or multiple units

- What strategies could you use to improve workload distribution, prioritization, or coordination across staff or units?
- How will you measure success, such as improved completion rates, fewer backlogs, or more balanced workloads?
- What scheduling, tracking, communication, or prioritization tools could strengthen workload management?
- How does effective workload management support productivity, employee effectiveness, and timely service delivery?
- By what date or operational period will you aim to improve workload coordination?

Train and mentor subordinate staff on policies, procedures, work tasks, and handling issues or conflicts

- What actions could you take to improve the effectiveness and consistency of staff training, mentoring, or coaching?
- How will you measure success, such as improved employee performance, reduced errors, or increased staff competency?
- What training materials, coaching techniques, or feedback methods could strengthen employee development?
- How does effective training and mentoring contribute to employee success and consistent service delivery?
- By what date or training cycle will you aim to implement and evaluate an improvement in staff development?

Maintain and reconcile financial, operational, or production records

- What steps could you take to improve the accuracy, timeliness, or completeness of financial and operational records?
- How will you measure success, such as fewer discrepancies, improved reconciliation times, or more complete documentation?
- What tracking systems, reconciliation procedures, or quality-control measures could strengthen record accuracy?
- How do accurate records support fiscal accountability, operational efficiency, and informed decision-making?
- By what date or reporting cycle will you aim to improve recordkeeping and reconciliation practices?

Monitor expenditures and resource allocation, including vendor contracts

- What actions could you take to improve the monitoring and management of expenditures and allocated resources?
- How will you measure success, such as improved budget accuracy, reduced unnecessary spending, or fewer contract-related discrepancies?
- What tracking tools, reports, review procedures, or forecasting methods could strengthen expenditure monitoring?
- How does effective resource management support fiscal responsibility and the efficient use of public funds?
- By what date or budget cycle will you aim to improve expenditure and resource monitoring?