

Nat Res Program Specialist 1

Department of Natural Resources

Division of Environmental Management

Position Summary: Under the general supervision of the Business Support and IT Section Chief, this position provides professional programmatic, financial and administrative support throughout the state to Air Program, staff, and direct administrative support to the Program Director and Management Team.

Geographic Location and Travel Requirements: This position is located in Madison. Occasional travel to state-wide meetings may be required.

Scope of Authority: This position works under the general supervision and reports to the Business Support and IT section chief, Bureau of Air Management

Goals and Activities:

40% A. Provide program support for the Program Director, Air Management Team (AMT), and Environmental Management Division.

- A1. Working directly with the Program Director and AMT members to provide specific program support such as handling meeting and travel arrangement, preparing correspondence, and tracking program information. .
- A2. Provide support on confidential personnel matters including recruitment actions, employee performance reviews, disciplinary actions/grievances, and other formal transactions affecting the employee/employer relationship.
- A3. Assist managers with responding to divisional/departmental requests and requirements.
- A4. Schedule, arrange logistics, prepare agendas, and coordinate and support meetings and conference calls held by management.
- A5. Respond to letters, emails, web inquiries, and phone calls from agency staff, external partners, and the public regarding a wide range of program issues, working with the appropriate staff as needed. Maintain a working knowledge of staff expertise and field requests to the appropriate staff person.
- A6. Maintain Program/Division/Department systems including email distribution lists, org charts, team folders on shared drives, etc.
- A7. Screen and evaluate correspondence and reports, bringing important and urgent matters to the attention of the Program Director.
- A8. Develop, administer and maintain a statewide tracking system on work assignments from EPA, Department Leadership Team (DLT), Division and program, to promote timely response to customer requests.
- A9. Work with confidential information on a wide range of internal personnel matters as well as controversial policies and issues.
- A10. As directed, conduct research on issues and prepare reports, briefing papers, and recommendations to the AMT regarding department policies, programs, and procedures.
- A11. Evaluate central office program organization and operations on an on-going basis. Make recommendations to AMT for the handling of administrative issues and improving procedures.
- A12. Analyze the program's business support and customer service activities to identify areas for improvement and recommend solutions to the AMT.

20% B. Develop and implement office processes, procedures, and operating policies and provide administrative, support to the Program.

- B1. Handle and direct incoming phone calls when the primary staff person is unavailable.
- B2. Process incoming and outgoing mail.
- B3. Arrange and coordinate meeting, training and travel arrangements for program staff.
- B4. Provide training to all new employees on administrative procedures such as mail processing, copying procedures, voice mail, etc.
- B5. Manage all electronic distribution lists for the Program.
- B6. Serve as the state-wide telecommunications liaison for the Program.
- B7. Prepare, maintain, keep updated, and implement office processes, procedures, and policies for administrative activities.
- B8. Serve as the Program's coordinator for the following business functions: Manual Code and Handbook reviews and updates, Forms Management, Policy Documentation, Staff Directory, Program Agreements and Memorandums of Understanding, and other such functions that may be identified
- B9. Analyze work responsibilities and make recommendations on how to streamline or coordinate administrative activities more effectively.
- B10. Analyze employee work space requirements and secure space request approvals, when needed. Ensure work spaces are prepared for new employees and cleared out following staff departures.

20% C. Manage all aspects of the State-wide electronic and paper filing systems in the AM program.

- C1. Oversee the organization and maintenance of all Central Office and Regional files, including the implementation of the Program's file centralization and digitization plans.
- C2. Respond to inquiries from the public, responsible parties, consultants, government officials for program information.
- C3. Serve as the Program's backup representative on the Department's Open Records team.
- C4. Manage the Record's Retention/Disposition Authorizations (RDA) for the AM Program. Serve as the Program's point of contact for the State Records Center.

15% D. Provide advanced-level financial services

- D1. Manage the purchase and maintenance of office supplies and equipment for the program.
- D2. Serve as a Purchase Requisitioner in PeopleSoft for purchasing supplies, equipment and services for staff and managers statewide.
- D3. Maintain equipment information in the Asset Management component of PeopleSoft and ensure up-to-date, accurate and adheres to fiscal management rules.
- D4. Responsible for reviewing accounting transactions for accuracy and coding as part of a pre-audit, as well as identifying and correcting accounting discrepancy.
- D5. Responsible for basic accounting, math, and recordkeeping.
- D6. Assist with the development of grant applications consistent with federal grant guidance and ensure documents are submitted within specified deadlines.
- D7. Assist with the development of quarterly, semi-annual and annual grant and cooperative agreement reports to ensure requirements are met.

5% E. Maintain organizational responsiveness

- E1. Participate in job-related training and organizational meetings as assigned by supervisor.
- E2. Perform other position-related duties as assigned.
- E3. Follow all general and position-related safety requirements.

Knowledge, Skills, and Abilities:

1. Knowledge of state government operations.
2. Skill in the use of personal computers, internet research tools, and the following Microsoft applications: Word, Excel, PowerPoint, Outlook, Windows Explorer, Adobe and Internet Explorer.
3. Ability to understand and maintain the confidentiality of information.
4. Ability to prioritize workload and manage records.
5. Ability to deal effectively with customers, staff, and managers, providing responses in a timely manner.
6. Ability to creatively solve problems.
7. Skill in organization.
8. Ability to approach work with a team-oriented focus.
9. Ability to interpret policies applicable to the Program, including statutes, rules, manual codes, and handbooks.
10. Knowledge of Division and Program activities and policies in order to respond to public inquiries and manage correspondence.
11. Skill in STAR (HCM, Financial System, and Learning Modules).

Physical Requirements and Environmental Factors:

Strength Requirements – Sedentary work, exerting up to 20 pounds of force occasionally for no more than 10% of the time; sitting will occur over 75% of the time.

Environmental Factors – The position will spend approximately 95% of the time indoors.

Telework Evaluation: Because this position is available for walk-in contacts, works closely with on-site staff and managers, telework is not available for this position.