

## **Administrative Services Officer 1**

**Salary:** 44,428.80 – 63,294.40 Annually

**Location:** Des Moines – 50319 – Polk County, IA

**Job Type:** Full-time

**Agency:** 503 – Iowa Office of Ombudsman

**Closing:** May 21, 2021

**Point of Contact:** Kristie Hirschman at [kristie.hirschman@legis.iowa.gov](mailto:kristie.hirschman@legis.iowa.gov)

**To Apply:** Submit a cover letter, resume, and the names, addresses, and telephone numbers of three references (two employment-related) to be received no later than May 21, 2021, to:

**Office of Ombudsman, Ola Babcock Miller Building, 1112 East Grand Avenue, Des Moines, IA 50319.**

You may fax your application materials to 515-242-6007 or e-mail to [kristie.hirschman@legis.iowa.gov](mailto:kristie.hirschman@legis.iowa.gov)

**This position is an at will position with the Office of Ombudsman, an agency in the legislative branch that receives, investigates, and resolves complaints about Iowa state and local government agencies and officials**

### **Job Summary:**

Coordinate and maintain the office's budget and accounting system and coordinate the delivery of human resource services. Support the ombudsman in the day-to-day operations and perform related work as required. Assist with answering heavy volume of telephone calls, and serve as back up to Administrative Secretary during daily break periods and leaves

### **ESSENTIAL FUNCTIONS**

1. Prepare annual budget and coordinate and maintain the accounting and disbursing system utilizing the state's accounting policies and programs.
2. Coordinate the delivery of human resources services to office staff.
3. Maintain records in accordance with the office's record retention schedule and coordinate the acquisition and disposal of office equipment and supplies.
4. Coordinate the reception suite, fielding or routing requests and delivering answers for both routine and specialized questions.
5. Enter data into the case management system, Microsoft office programs, and state computerized systems.
6. Communicate effectively orally and in writing with the public and public officials.
7. Proofread and edit office work products for accuracy and clarity of final products.
8. Maintain the confidential creation and organization of client files.

### **KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:**

1. Basic knowledge of the functions and responsibilities of the Iowa Office of Ombudsman.
2. Excellent interpersonal skills as applied to interactions with difficult people, staff, clientele, legislators, and other agency personnel.
3. Excellent oral and written communication skills with proficiency in creating and editing professional documents.
4. Knowledge of office policies and procedures as they relate to work activities.
5. Knowledge of professional accounting principles, theories, concepts, and terms.
6. Knowledge of the office and state's personnel policies and procedures.
7. Knowledge of state procurement policies and procedures.
8. Knowledge of the state's I3 system, Iowa Benefits, and HRIS.
9. Ability to work independently and on teams on special and ongoing projects.

### **DUTIES:**

1. Coordinates the reception suite to ensure phone coverage, mail runs, filing, and other administrative duties are carried out. Answers phone and serves as back up to the Administrative Secretary as needed.
2. Supervises the Administrative Secretary.
3. Maintains the schedule of Assistant Ombudsmen for intake. Monitors daily intakes received by mail, email, and fax and assigns to Assistant Ombudsman according to workloads and specialty areas. Handles intakes on routine and nonjurisdictional inquiries.

4. Serves as primary contact to Department of Administrative Services for building maintenance and services. At the discretion of the ombudsman, serves as representative on committees and state-sponsored campaigns; attends associated trainings and meetings.
5. Formulates and prepares annual operating budget and monitors expenditures. Maintains all records on personnel, purchases, payments, expense claims, and budget. Processes all forms connected with each, including processing documents in I3. Reconcile monthly statements.
6. Administers personnel rules, policies, and procedures. Approves and processes time sheets and biweekly payroll. Processes personnel actions in HRIS.
7. Negotiates terms and conditions for equipment leases and letters of agreement to secure outside services when needed. Orders equipment and office supplies.
8. Maintains inventory records and disposes of state property in accordance with policies and procedures.
9. Compiles data from the case management system and financial records for inclusion in the annual report, personnel report, financial reports, and other communications.
10. Designs and formats the annual report. Transmits press releases to media and publishes reports to the office's website.

**PHYSICAL REQUIREMENTS:**

1. Regular sitting, standing, walking, reaching, or kneeling. This job requires that stairs be traversed and weight be lifted or force exerted up to 20 lbs. occasionally.
2. This job requires close, distance, color, depth, and peripheral vision.
3. The noise level of the work environment is low to moderate noise levels regularly.

**EDUCATIONAL REQUIREMENTS:**

Bachelor's Degree preferred or experience equal to five years of full-time administrative support work (e.g. typing/proofing documents, letters, and reports; scheduling meetings/appointments, ordering supplies/equipment) and/or technical support work (e.g. determining budget, personnel, and equipment needs; and compiling/evaluating statistical, historical, financial, or technical program data.)