

Arkansas Department of Career Education  
Administrative Specialist II Job Vacancy Announcement

Recruitment Period:

Wednesday, August 10, 2016 through Wednesday, August 17, 2016

Position Number: 22081716

Classification Title: Administrative Specialist II Class Code: C073C

Grade: C109 Entry Level: Salary: \$21,827

The Arkansas Department of Career Education- Rehabilitation Services Division is recruiting for an Administrative Specialist II position. The Administrative Specialist II will function as the TAP Equipment Specialist. The Administrative Specialist II is responsible for researching and preparing special reports, examining and verifying documents, and performing general office duties. This position is governed by state and federal laws and agency/institution policy. This position is essential to the operation of TAP having primary responsibility for ordering, processing and distributing TAP equipment via UPS delivery to TAP customers and ensuring this information is accurately entered into the database. Great communications and customer service skills are required. This position is located in the Little Rock Field Office/ TAP, 900 W. 7<sup>th</sup> Street, Little Rock, Arkansas 72201.

Thoroughly read the attached Administrative Specialist II functional job description for qualification requirements, job duties, and responsibilities. This job vacancy is posted on the Arkansas State Jobs website.

Employment Application Procedure

Apply online through the Arkansas State Jobs website at <http://www.arstatejobs.com>. Upload your current resume with your employment application.

Each candidate is expected to respond to the position-relevant questions that are posted near the end of the electronic employment application. The hearing impaired may telephone the ADA Relay System at 1-800-285-1121.

Applications and resumes are subject to inspection under the Arkansas Freedom of Information Act. Applications and resumes must be posted on the Arkansas State Jobs website by 11:59 p.m., Wednesday, August 17, 2016.

The Arkansas Department of Career Education-Rehabilitation Services Division is an Equal Opportunity Employer. We do not discriminate on the basis of race, religion, color, sex, age, national origin, disability, or political affiliation. Qualified applicants with disabilities may request reasonable accommodation needed to participate in our application process.

# **Arkansas Department of Career Education**

## **Administrative Specialist II Functional Job Description**

Position Number: 22081716

Classification Title: Administrative Specialist II Class Code: C073C Grade: C109

### **Position Summary**

The Administrative Specialist II will function as the TAP Equipment Specialist. This position is essential to the operation of TAP having primary responsibility for ordering, processing and distributing TAP equipment via UPS delivery to TAP customers and ensuring this information is accurately entered into the database. This individual is also the "front line" for all calls coming in on our 800 number to assist the public and TAP customers with questions, equipment troubleshooting and shipping information. If this position remains unfilled there could be a delay in clients receiving their specialized equipment. On numerous occasions, the person in this position is the only employee in the TAP office to handle daily activities. It is imperative that the TAP office be staffed at all times if possible. A vacancy in this position could put this practice in jeopardy.

### **Education and Professional Work Experience**

The formal education equivalent of a high school diploma; plus two years of experience in a specialized or related area applicable to work performed. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management. OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.

The incumbent in this position will need to be highly organized, employ sound and level-headed judgement and adapt to performing many different job duties upon request. It is imperative that the individual in this position has the ability to integrate into and work as a member of a team. Experience in effective communication with the elderly and those with a disability are preferred as is experience working with individuals using assistive technology. Current or previous experience providing quality customer service is essential. This position will need to possess knowledge of computers and basic office software applications especially, Microsoft Access and Excel.

# **Arkansas Department of Career Education**

## **Administrative Specialist II Functional Job Description**

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### **Job Responsibilities and Expected Results**

Coordinate UPS shipment of all equipment to customers and to vendors for repair according to our shipping system within the allotted time frame.

Process all follow-up and pending files in conjunction with the TAP Services Coordinator and communicates required information in writing to the client.

Sustain knowledge of telecommunication equipment currently distributed by the program.

Communicate program and equipment information to the public as well as providing assistance over the phone to current TAP customers that are having issues with their TAP equipment to help resolve their problem.

Maintain customer and equipment files in the TAP database as it pertains to the shipment of equipment.

Assist TAP staff in maintaining customer files in the TAP database to include daily input, narratives and updated information.

Document and scan customer's application and other pertinent documents into their database file according to scanning standards.

Prepare all purchase requests for the program.

Organize and arrange the meeting room and order meals for the TAP Advisory Council meeting.

Record and transcribe meeting minutes from the TAP Advisory Council meetings.

Assist TAP staff with other duties as needed for the program's daily operation

Experience with working with people with disabilities