



## ***Administrative Office of the Courts***

### **SENIOR STAFF SERVICES CLERK**

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#### **Primary Purpose**

Performs a wide variety of staff services for the AOC Eastside facility operations, including building maintenance, shipping and receiving, parking, janitorial services and building security. Provides facilities support to the SeaTac Conference Center as needed.

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#### **Distinguishing Characteristics**

Reporting to the Staff Services Manager, this job works independently with general direction. Work performed and decision making is according to established guidelines and defined procedures, with some areas requiring interpretation and/or development of possible approaches. Interacts regularly with AOC staff and outside service providers.

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#### **Duties and Responsibilities**

##### ***Facility Maintenance***

Performs semi-skilled and sub journey work in the maintenance, repair, remodeling, and alteration of buildings, facilities and equipment; operates hand tools, power tools, and other shop equipment as needed; repairs broken equipment such as file cabinets, locks, system furniture components; performs minor plumbing repairs and painting touch-ups; performs minor remodeling on employee furniture and cubicles.

Oversees janitorial services, working directly with the provider to insure standards in the Janitorial Contract specifications are met.

Drives car, truck, and van; picks up, loads, unloads and deliver materials, supplies, and equipment agency wide, using pallet jacks and hand trucks.

Performs other maintenance work as needed, including shoveling snow and spreading de-icer, stocking janitor closets; setting up conference rooms and audio equipment.

##### ***Security and Emergency Management***

Provides routine programming of the security systems at both the Eastside and SeaTac locations; creates photo cards for building access and maintains a current inventory of cardholders, including contractors; assists in maintenance of the building security system.

Provides security; responds to security alarms and other emergencies when on-call, runs historic access reports via the building security system; assists in coordinating portions of emergency management programs under the guidance of the Staff Services Manager; assists in the preparation, delivery, and evaluation of emergency management training and/or exercises.

### ***Telecommunications***

Carries out basic telecommunications troubleshooting; provides back-up to the Staff Services Manager in the maintenance and administration of the Avaya PBX system and auidx system; moves telecommunication equipment as part of cubicle reconfigurations; maintains telephone equipment inventory, tracks port and DID availability; hardwires telephone equipment in PBX.

### ***Record Retention***

Serves as the AOC Records Retention Specialist; manages the physical inventory of records and material at the AOC warehouse facility including record retention, record deletion, and Archives.

Under the general direction of the AOC Risk Manager, carries out agency records management: maintains records of all AOC documents/materials to be archived, working directly with staff for retrieval of records; monitors & approves all records destruction as well as controlling acquisition of filing, filming, and other records management equipment; keeps Section Managers informed of significant items requiring review or action.

### ***Physical Inventory and Surplus***

Maintains inventory records per AOC policy within AOC's asset database; completes AOC physical inventory of assets, updating information in AssetWin.

Updates inventory records in compliance with appropriate RCW(s); inventories surplus materials in compliance with AOC policies and procedures and works directly with Department of Enterprise Systems to dispose of identified surplus equipment and supplies.

Works directly with fiscal services on the reconciliation of missing or unidentified inventory.

### ***General Support***

Responds promptly to requests for assistance moving office furniture, pickup/delivery of equipment and fixtures, special trips to the Temple of Justice and the Legislature, etc.

Oversees the AOC off-site storage facility; delivers shipments to the AOC warehouse; reports receipt and delivery of shipments to the purchasing officer; sets up/maintains a supply room in each AOC Eastside Plaza bldg.

Responsible for pickup and delivery of judicial payroll and warrants as directed. Works directly with fiscal on delivery of daily deposits.

Carries out maintenance and monthly use reporting for the AOC assigned state vehicles; prepares monthly bills for trips taken over 200 miles.

Maintains logs and prepares monthly evaluations of janitorial services, supply inventory, vehicle maintenance/repairs and building equipment maintenance schedules.

Drafts and updates floor plans for development of office space assignments and for documentation used in the AOC evacuation.

Receives sorts, distributes, prepares and processes incoming and outgoing mail.

**Back-up Duties:**

Performs routine operation and maintenance of printing & reproduction equipment; assists in receiving and unloading incoming shipments and delivers to storage areas.

Performs other duties as required.

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**Key Competencies****Agency values:**

- Integrity
- Honesty
- Accountability
- Teamwork
- Trust
- Respect
- Customer Service
- Communication

**Behavioral Competencies**

- Influencing
- Problem solving
- Planning/organizing
- Consulting
- Relationship building
- Tact/diplomacy

**Knowledge, Skills and Ability**

- Understands customer expectations and ensures work meets those expectations
- Earns the trust and respect of customers through consistent honesty and excellence
- Ability to adapt to change and be flexible in providing excellent customer service
- Skill to communicate effectively with customers, colleagues and staff
- Ability to work independently with little direct supervision
- Ability to excel in a fast paced work environment, multi-task and deal quickly with rapidly changing situations and priorities
- Ability to multi-task and effectively coordinate multiple assignments simultaneously
- Ability to identify needed tasks, prioritize, effectively manage time & meet deadlines
- Accepts personal responsibility for the quality and timeliness of work; to include double checking material, avoiding duplication of effort and attention to detail
- Ability to independently analyze complex problems or emergency situations and judge best solution or action to resolve/respond to situation
- Ability to recognize problems and bring recommended solutions to supervisor
- Ability to operate automated printing equipment, copiers and other equipment
- Knowledge of email, WORD, EXCEL, ADOBE, and other duplicating software
- Knowledge of designing and maintaining data bases to monitor workflow
- Knowledge of general office & warehouse safety requirements
- Knowledge of how to properly lift/move objects weighing 50 pounds or more
- Knowledge of basic math, alphabetizing and filing procedures
- Knowledge of recordkeeping for shipping and receiving; inventory compliance; tagging, equipment replacement and asset input
- Knowledge of safe driving techniques/procedures
- Ability to assist in emergency operations (fire alarms, building evacuations, security)

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### **Qualifications and Credentials**

High School graduation or GED equivalent;

**AND**

Five (5) years of work experience in customer services, building or construction trades, office machines operation/maintenance and/or shipping & receiving.

**AND**

- Valid Washington State Driver's license.
- Access to a vehicle and willingness to use the vehicle when a state vehicle is unavailable.
- Able to perform heavy manual tasks such as moving furniture, lifting and moving equipment and boxes that weigh up to 50 pounds.
- Ability to proficiently use a computer to look up information and enter data.
- Experience working with Microsoft Word, Excel, E-mail and the Internet.
- Ability to use hand and power equipment

A combination of education and experience demonstrating the skills and abilities to carry out the duties and responsibilities of Senior Staff Services Clerk may substitute for the qualifications listed.

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### **SALARY RANGE: 39**

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- Workweek may fluctuate depending on workload or agency need.
- Must be available to rotate emergency coverage with other staff
- Overnight travel may be required based on business need.
- This position *is* covered by the Fair Labor Standards Act.

**10/14: Revised qualifications and updated;**

**11/12: Revised;**

**2/07: Revised;**

**5/06: Revised;**

**12/04: Established**