

**STATE OF HAWAII  
POSITION DESCRIPTION**

**I. IDENTIFYING INFORMATION**

Class Title: Office Assistant IV  
Position Number 124860  
Department: Law Enforcement  
Division: Administration Division  
Branch: Administrative Services  
Section: Internal Support Services Staff  
Geographic Location: Downtown

**II. INTRODUCTION**

*Function of this organizational unit:*

The Internal Support Services Staff provides various office services in support of the Department office operations. This section serves as the central hub for incoming and outgoing mail for the Department. Incoming mail is sorted, opened, and distributed to the various division for processing. Outgoing mail is routed internally and externally to the various state agencies.

*Purpose of the position:*

The primary function of this position is to manage and run the Department's mailroom and messenger functions, assist with various office support services, and other related tasks as assigned. This position also provides training and guidance to the Office Assistant III with more complex issues.

**III. MAJOR DUTIES AND RESPONSIBILITIES**

Factors in Determining Essential Functions

1. The performance of this function is the reason that the job exists.
2. The number of other employees available to perform this function is limited.
3. The function is highly specialized, and the employees is hired for special expertise or ability to perform the function.

**A. Mail Room**

**25%**

1. Prepares work areas for mail distribution and mailing, replenishes supplies and check sorting area of unsorted interoffice or incoming mail and sorts accordingly. [1]
2. Inspects the department's postage meter machine daily to ensure that it is properly maintained and working properly; develops and maintains records or

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logs of inspections and its findings report all mechanical repairs; attains estimates of repair costs and make recommendations to the Administrative Services Officer (ASO). [1]

3. Prepare purchase requisitions to replenish postage; maintains records of usage by division/offices and prepares reports for vouchering. [1]
4. Collects data regarding postage usage and mail services provided to offices; prepares semi-annual report and analyses data to determine if existing services/usage is cost effective; researched alternative methods of mail handling and presents finding to ASO. [1]
5. In absence of Office Assistant III, operates postage machine, duplicating machine, and complex paper cutting machine. [1]

**B. Supervisory Duties** **25%**

1. Delegates tasks and work assignments to Office Assistant III while providing training and advisement of complex task and/or situations. [1]
2. Ensures Office Assistant III is properly trained to ensure safe work habits. [1]
3. Evaluates their work performance and disciplining when necessary. [1]

**C. Delivery Services** **25%**

1. Reviews vehicle service records and arranges for vehicle servicing; ensures vehicle meets safety standards and proper registration; may be required to deliver vehicle for serving. [1] [2]
2. Performs all required daily delivery and pick up at various outlying areas. [1] [2]
3. Performs, urgent unscheduled pickups and delivery service for department divisions and agencies. [1] [2]
4. Picks up from and delivers mail to each departmental office in the absence of Office Assistant III. [1] [2]
5. In absence of Office Assistant III, picks up and deliver mail to U.S. Post Office. [1] [2]

**D. Office Services** **20%**

1. Unlocks and prepares mail room for daily operations; turns on duplicating/printing machine and checks equipment, restocks paper supplies, etc.; prepares purchase requisitions and places orders for supplies. [1]

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2. Reviews carry over work and establishes work assignments. [1]
3. Inspects storage area semi-annually for infestations or damage and reports finding to ASO develops appropriate forms and records to report inspections and results of follow up. [1]

**E. Other Duties as Assigned 5%**

<b>Supervises Position(s) No.</b>	<b>Title</b>
124861	Office Assistant III

**IV. CONTROLS EXERCISED OVER THE WORK**

**A. Supervisor:**

Position No. 124506

Class Title: Administrative Services Officer I

**B. Nature of Supervisory Control Exercised Over the Work:**

Instructions Provided

The instructions are limited to specifying priorities and expected results. The employee is required to plan and implement necessary work activities in an independent and confidential manner.

Assistance Provided

This position is given some latitude in the performance of its duties. Employee seeks assistance from supervisor as needed, and with problems of an unusual nature or circumstances.

Review of Work

Generally, the work duties are performed independently, and will be subject to general review by the supervisor. Annual performance review is based on performance criteria; periodic performance review and follow-up as required.

**C. Nature of Available Guidelines Controlling the Work:**

Guidelines include agency instructions and directives and established precedent. These guidelines are generally applicable; however, the employee makes adaptations in dealing with unique situations.

**V. MINIMUM QUALIFICATIONS**

**A. Knowledge:**

Basic English, simple math; office practices and procedures.

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**B. Skills:**

Maintain an effective work organization and pace under frequent deadlines; operate and maintain various types of office equipment, including computer equipment. Must be able to lift, carry, and/or transfer material weighing up to 50 pounds.

**C. Abilities:**

Follow verbal and written instructions.

**D. Education:**

Graduation from high school may be substituted for the required basic experience.

**E. Experience:**

Basic Experience:

Six (6) months of work experience which demonstrated knowledge of English grammar, spelling, arithmetic; ability to read and understand oral and written instructions; write simply and directly and compare works and numbers quickly and accurately.

Clerical Experience

In addition to meeting the requirement above, two (2) years of clerical work experience which involve performance of a variety of clerical tasks which demonstrated knowledge of office practices and procedures, and the ability to carry out procedures in clerical work systems and operate various kinds of office equipment and technologies.

Supervisory Aptitude:

Demonstration of aptitude or potential for the performance of supervisory duties through successful completion of regular or special assignments which involve some supervisory responsibilities or aspects of supervision, e/g/, by serving as a group or team leader, or by the complete of training course in supervision accompanied by application of supervisory skills in work assignments; an/or favorable appraisals by a supervisor indicating the possessions of supervisory potential.

**F. Required Licenses, Certificates, etc.:**

Valid State Driver's License

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**VI. DESIRABLE QUALIFICATIONS**

N/A

**VII. TOOLS, EQUIPMENT & MACHINES**

Operate opener, letter folder, top slice, postage machine, desktop computer, vehicle and hand truck.

**VIII. WORKING CONDITIONS – SEE SUPPLEMENT TO POSITION DESCRIPTION**

Be able to lift 50 pounds.

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