

**OFFICE OF STATE HUMAN RESOURCES  
POSITION DESCRIPTION FORM**

Name of Employee: **Allison Jay**

Position Number: **60012913**

Classification Title: **Administrative Supervisor**

Salary Grade or Banded Level: **GN08**

Working Title of Position: **Administrative Specialist  
Supervisor**

Section / Unit: **Boiler Safety Bureau**

Name of Immediate Supervisor: **Cliff Dautrich**

Supervisor's Position Title and Number:

Work Schedule (i.e. Monday-Friday, rotating shifts, etc.):

Work Hours (i.e. 8:00 am-5:00 pm, etc.):

**Primary Purpose of the Organizational Unit:**

The Boiler Safety Bureau of the Department of Labor, under the direction of the North Carolina Commissioner of Labor, is charged with the responsibility for administering North Carolina General Statute, Chapter 95, Article 7A, known as the Uniform Boiler and Pressure Vessel Act of North Carolina. Activities include but are not limited to inspecting boilers and pressure vessels to insure compliance with the Uniform Boiler and Pressure Vessel Act of North Carolina and the North Carolina Administrative Code, Title 13, Chapter 13.

**Primary Purpose of the Position:**

The primary purpose of the position is to provide administrative assistance to the Bureau Chief in all aspects of Bureau management. This position provides a variety of extensive administrative support services for the Bureau Chief, Assistant Bureau Chief, Inspector Supervisors and Boiler and Pressure Vessel Inspectors. The Administrative Assistant I supervises the Boiler Safety Bureau support staff to maintain the office workflow and is responsible for secretarial support duties. In addition the Administrative Assistant I participates in Bureau management and Boiler Rules Board meetings by taking minutes and is expected to exercise proper judgment and discretion in implementing effective systems to process Boiler Safety Bureau work.

**Changes in Responsibilities and/or Organizational Relationship Since the Position Was Last Classified**

Describe in detail the major functions of this position as well as the duties and responsibilities required for each of those functions. In the small left-hand column, indicate the percent of time the employee spends in each functional element. The percentage amounts should add up to 100%. In addition, please place an asterisk (\*) next to each essential duty/function as defined by the Americans with Disabilities Act. %

**Description of Work:**

(28%) Organizing and Directing Work: Supervises four support staff and evaluates performance according to the annual work plan. Administrative Assistant I maintains staffing requirements for the Bureau's main phone line, review of state and insurance inspection reports, printing and mailing of invoices, violation notices and inspection certificates. Responsible for reporting of Bureau performance indicators. Develops procedures for staff work flow within their assigned areas and make changes in assignments as needed. Provides both administrative and technical supervision to staff as needed and handles phone calls in Queue when backed up. Administrative Assistant I shall utilize and be knowledgeable with the Standard Operating Procedures. Other Assigned Duties: The Administrative Assistant I shall carry out other directed assignments tasked by the Bureau Chief that are not covered in

this job description.

(2%) Strategic and Operational Performance Objectives – Administrative Assistant I helps develop internal policies and procedures for their staff based on production goals and quality standards. The Administrative Assistant I ensures that all policies, procedures, and work standards are carried out by staff members. The Administrative Assistant I helps draft or recommends changes to the standard operating procedures that provide instructions for Boiler Safety Bureau staff relative to program strategies and general policies and procedures.

(7%) Work Planning and Performance Reviews: The Administrative Assistant I shall develop an objective work plan for each job classification supervised and ensure that the work plan provides either a numerical basis for evaluation and /or a clearly defined meaning for each rating of a sub KRR. The work plans are also appropriately aligned for accountability in achieving Bureau goals and objectives. The Administrative Assistant I is required to regularly observe and evaluate direct reports to assess proficiency in job required skills and personal and dimensional skills. This is accomplished by the Administrative Assistant I maintaining a performance log for each direct report for the purposes of making an informed judgment regarding the direct report's performance at the interim performance review and the final performance review. The Administrative Assistant I shall be responsible for holding pre-evaluations conferences (interims) with his or her staff to ensure fairness and consistency in scoring and that written evaluations meet Human Resource requirements and standards. The Administrative Assistant I is responsible for holding a pre-evaluation conference with the Bureau Chief or Assistant Bureau Chief to insure fairness and consistency in scoring and that written evaluations meet Human Resource requirements and standards. The Administrative Assistant I submits performance logs, interims and end of year evaluations as prescribed by Human Resources on all direct reports.

(2%) Quality Control and Reviews: The Administrative Assistant I reviews work for accuracy and consistency through on-site observations, review of documents, staff meetings, and one on one counseling of direct reports. Ability to plan, coordinate and conduct audit activities as it pertains to the Bureau office. Ability to review all information prepared by staff for accuracy and consistency. Must be able to communicate findings effectively in oral and written form using specific and timely feedback.

(2%) Counseling and Disciplining Staff: The Administrative Assistant I provides appropriate coaching to direct reports when opportunities arise to improve staff performance. The Administrative Assistant I is responsible for responding to all disciplinary problems in the appropriate manner, complying with all State Personnel rules and regulations. The Bureau Chief and the Department's Human Resource Bureau are consulted prior to any action taken to formally discipline staff. The Administrative Assistant I conducts counseling sessions and is involved in both informal and formal disciplinary actions. Adhering to Human Resources policies and procedures are mandatory!

(2%) Training – The Administrative Assistant I shall orient new staff, perform initial and on-going informal and formal training on the Boiler Safety Act, update staff relative to new policies, procedures and methods, plan in-service training sessions and evaluate staff performance to determine effect of formal and informal training programs. The Administrative Assistant I is responsible for the content development of classroom instruction given to new and current staff members with approval of management.

(2%) Budget – Fiscally Responsible – The Administrative Assistant I is responsible in the management of Bureau funds and resources at all times. The Administrative Assistant I recommends office expenditures and staffing levels which are submitted with justification to the Bureau Chief. Expenditures are monitored to ensure activities remain within authorized budget constraints. The Administrative Assistant I must be fiscally responsible for themselves and direct reports to include accurate travel and expense reports due at the end of each month.

\*(3%) Management By Walk Around: The Administrative Assistant I shall conduct and document office visits, by visual observation, with direct reports. Each visit shall be evaluated using a common assessment instrument to determine whether direct reports are adhering to policy and procedures.

(.5%) New Hire Process – The Administrative Assistant I interviews applicants and participates in the selection process as needed. A Selection Panel shall consist of at least the two Supervisors or the Bureau Chief and Assistant Bureau Chief. The Bureau Chief or Assistant Bureau Chief shall ensure the hiring process is advertised accordingly; conducted in a fair and impartial manner and at times may cast the deciding vote if any two candidates are tied and a decision cannot be reached as to which one to hire.

(.5%) Resolving Grievances: The Administrative Assistant I shall advise direct reports on the Bureau's and Human Resource grievance policy and procedures. The Administrative Assistant I shall reference and adhere to Human Resource policy, procedures and forms as applicable.

(1%) Safety For Others: The Administrative Assistant I is responsible for reporting all work related injuries in accordance with Department's Health and Safety policies.

(.5%) Equal Employment Opportunity Programs: The Administrative Assistant I complies with all laws and regulations governing equal employment opportunity.

(.5%) Other Employee Programs: The Administrative Assistant I is knowledgeable of the services available through Human Resource and the NC Employees Assistance Program (EAP) and the issues which would permit them to direct an employee to EAP.

\*(34%) Administrative Assistant I – Secretarial Support: These duties are the responsibility of the Administrative Assistant I but may be delegated to staff.

a) Typing of variety of confidential letters, memorandums, reports, etc. for Bureau Chief and Assistant Bureau Chief. Proofreading and editing typed material to ensure accuracy and acceptable format; preparing mail for dispatch, checking for signature, inclusion of enclosures and maintaining an outgoing mail serialization log and a record of registered mail.

b) Maintain a log and file on Policy Notices and have new notices placed on the web sites.

c) Maintain a log and file on incident investigations

d) Update forms used by Bureau personnel.

e) Keep management personnel aware of matters requiring attention.

f) Attend and take minutes at Bureau management meetings and quarterly Bureau performance review meetings with the Division Director and Chief of Staff and after approval has the minutes placed on the intranet.

g) Compose a monthly report of inspector mileage and expenses for the Bureau management and supervision.

h) Compose a monthly breakdown report on telephone costs to include office phones and cell phones.

i) Open, read and screen in-coming mail, prioritize, and attach files, reports, etc., prior to forwarding to Bureau Chief.

j) Verify R1 and R2 reports received by the Bureau have the proper NC number prior to submitting to the Bureau Chief.

k) Direct other correspondence to appropriate staff, based on knowledge of the Bureau and department's structure, functions and on the status of current projects, etc.

l) Maintain log of expense reports received from inspectors and supervisors.

m) Has the responsibility for the main Bureau phone line, receiving telephone inquiries, providing answers where possible or directing to the appropriate staff.

n) Handle calls from contractors and owners/users requesting inspections of new vessels or vessels which must be reinspected before they can be placed in operation again.

o) Receive and direct visitors to the Bureau to appropriate staff.

p) Implement and maintain travel (in-state & out-of-state) and cash advances to be issued.

q) Coordinate and prepare agendas for meetings with supportive material available, reserve conference room and audio-visual aids required.

r) Maintain the Bureau's requisitioning for office supplies and is back up for ordering of printed materials and specialty items.

s) Maintain and monitor an efficient and up-to-date filing system for all Bureau files, which include personnel, confidential, technical, administrative, cross-referencing, training, accidents, etc. and maintain Bureau records retention requirements.

\*(15%) Administrative Assistant I – Administrative Support: These duties are the responsibility of the Administrative Assistant I but may be delegated to staff.

a) Interaction with ASME and National Board with regard to purchasing Code books, arranging for inspector training, acquiring manufacturer's data reports, etc.

b) Arrange for proctors when National Board exams are being administered by the Bureau Chief.

c) Maintains Bureau Chief's Code books by filing new editions in the appropriate binders and takes expired editions to the library.

d) Produce North Carolina commission cards for approved Boiler Safety Bureau and insurance company inspectors.

e) Verify insurance inspectors have conducted inspections in North Carolina for the previous twelve months and the insurance company has renewed the inspectors' National Board commissions and that the company has requested renewal of North Carolina commissions in writing with updated information.

f) Verify that the yearly renewal of National Board Commissions for North Carolina Boiler Safety Bureau

inspection staff is achieved.

g) Follow the protocol set out by State and Department policy, notify Rules Board members of upcoming meetings as well as the Commissioner of Labor, Chief of Staff, Deputy Commissioner of Standards and Inspections, the Secretary of State's office as well as other pertinent Department personnel. Send meeting notice and agenda items for meetings.

h) Update Rules Board roster when new member is appointed.

i) Keep Bureau Chief and members aware of six months before their term of appointment is going to expire.

j) Distribute minutes of meetings to the Rules Board members and others as shown in g. above in a timely manner.

k) Prepare and mail out of Service Agreements between the Bureau and Industry for signatures.

l) Maintain record of courses attended by staff for inclusion in Bureau Staff Development Plan.

Maintain current position description and work plans for Bureau personnel.

### **Competencies, Knowledge, Skills and Abilities Required in this Position:**

1. Accuracy Required in Work: Due to the highly technical and intense complexity of the work and equipment, accuracy is mandatory in order to eliminate unexpected and costly expenditures for computers and technical equipment, loss of data or system downtime. Accuracy is also required to prevent giving incorrect information to those calling the Bureau.

2. Instructions Provided to Administrative Assistant I: Instructions are provided by the Bureau Chief or Assistant Bureau Chief, however, the Administrative Assistant I usually works independently using standard operating procedures.

3. Guides, Regulations, Policies and References Used by Administrative Assistant I:

- North Carolina Department of Labor and Bureau Policies and Procedures
- SIPS Statewide Policies and Procedures
- The Uniform Boiler and Pressure Vessel Act of North Carolina and Administrative Rules
- The National Board of Boiler and Pressure Vessel Inspectors NB 23 National Board Inspection Code
- ASME Boiler and Pressure Vessel Code
- Technical and professional journals and books

5. Supervision Received by: The Administrative Assistant I receives supervision from the Bureau Chief and in the Bureau Chief's absence, from the Assistant Bureau Chief.

6. Variety and Purpose of Personal Contacts: The Administrative Assistant I interacts with support staff, state inspectors, insurance inspectors, the public, various in-state and out-of-state government agencies, and other interested parties, including communication with department and division management for clarification and definition of agendas and requirements. It is extremely important that all contact be positive and makes the appropriate professional impression.

7. Physical Effort: Typical office operations. Must be able to lift a case of paper (approximately 35 lbs.) Occasional bending and stretching to perform miscellaneous computer hardware maintenance. A physical activity checklist is attached.

8. Work Environment and Conditions: Work is conducted primarily in a local office environment.

9. Machines, Tools, Instruments, Equipment and Materials Used: Requires knowledge and demonstrated ability in use of the following applications and databases: Microsoft Word, Microsoft Power Point, Microsoft Excel, Microsoft Access, Adobe Acrobat Pro, Jurisdiction Online and On Base. In-depth knowledge of Jurisdiction Online software is imperative. The Administrative Assistant I is required to have knowledge of a variety of computer peripheral devices from a variety of manufacturers including personal computers, laptops, and printers. Mastery of typical office equipment such as folding machines, copy machines, faxes and postal scales is required.

10. Visual Attention, Mental Concentration and Manipulative Skills: The highly technical nature and intense complexity of work involved requires accuracy to reduce costs, loss of data, and downtime. Attention to detail and ability to maintain concentration for long periods of time are required in addition to diverse manipulative skills.

11. Safety for Others: The activities conducted pose little direct hazard to others.

12. Dynamics of Work: This position is subject to constant/dramatic changes due to program agenda objectives and technology.

Knowledge and experience in implementing the Bureau's Standard Operating Procedures is essential.

**Education and Experience Required:**

High school diploma or General Educational Development (GED) diploma and four years of progressively responsible administrative/office management experience, including one year as a lead worker; or equivalent combination of education and experience.

What educational background is needed to perform these duties and responsibilities? What kind of work experience is needed?

Substantial experience in interpreting the Uniform Boiler and Pressure Vessel Act of North Carolina and Administrative Rules is essential.

Substantial experience in interpreting The National Board of Boiler and Pressure Vessel Inspectors NB 23 National Board Inspection Code is essential.

Substantial experience in interpreting the policies of the National Board of Boiler and Pressure Vessel Inspectors is essential.

Experience in interpreting the ASME Boiler and Pressure Vessel Code is desirable.

License or Certification Required by Statute or Regulation: N/A

Is a license or certificate required? What kind and type?

Allison Jay 30 Apr 2019  
Employee's Signature/Title Date

cey D. Smith 5-1-2019  
Supervisor's Signature/Title Date

**Supplemental Information to Assist Organizations  
in their Compliance with the Americans with Disabilities Act (ADA)**

**CHECKLIST FOR  
PHYSICAL ACTIVITIES AND REQUIREMENTS, VISUAL ACUITY, AND  
WORKING CONDITIONS OF THE POSITION**

1. The physical activity of this position

A. Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized. This factor is important if the amount and kind of climbing required exceeds that required for ordinary locomotion. **Yes**

B. Balancing: Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces. This factor is important if the amount and kind of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium. **Yes**

C. Stooping: Bending body downward and forward by bending spine at the waist. This factor is important if it occurs to a considerable degree and requires full use of the lower extremities and back muscles. **Yes**

D. Kneeling: Bending legs at knee to come to a rest on knee or knees. **Yes**

E. Crouching: Bending the body downward and forward by bending legs and spine. **Yes**

F. Crawling: Moving about on hands and knees or hands and feet. **Yes**

G. Reaching: Extending hand(s) and arm(s) in any direction. **Yes**

H. Standing: Particularly for sustained periods of time. **Yes**

I. Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another. **Yes**

J. Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward or outward. **Yes**

K. Pulling: Using upper extremities to exert force in order to drag, haul, or tug objects in a sustained motion. **Yes**

L. Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. This factor is important if it occurs to a considerable degree and requires the substantial use of the upper extremities and back muscles. **Yes**

M. Fingering: Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand or arm as in handling. **Yes**

N. Grasping: Applying pressure to an object with the fingers and palm. **Yes**

O. Feeling: Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of the fingertips. **Yes**

P. Talking: Expressing or exchanging ideas by means of the spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly or quickly. **Yes**

Q. Hearing: Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make fine discriminations in sound. **Yes**

R. Repetitive motions: Substantial movements (motions) of the wrists, hands, and/or fingers. **Yes**

S. Smelling: **No**

2. The physical requirements of this position: **Medium work**

A. Sedentary work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

B. Light work: Exerting up to 20 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

C. Medium work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

D. Heavy work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

E. Very heavy work: Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently and/or in excess of 10 pounds of force constantly to move objects.

3. The visual acuity requirements including color, depth perception, and field of vision: A

A. The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures, transcribing; viewing a computer terminal; extensive reading; visual inspections involving small defects, small parts, and/or operation of machines (including inspection); using measurement devices; and/or assembly or fabrication of parts at distances close to the eyes.

B. The worker is required to have visual acuity to perform an activity such as : operated machines such as lathes, drill presses, power saws and mills where the seeing job is at or within arm's reach; performs mechanical or skilled trades tasks of a non-repetitive nature such as carpenters, technicians, service people, plumbers, painters, mechanics, etc.

C. The worker is required to have visual acuity to operate motor vehicles or heavy equipments.

D. The worker is required to have visual acuity to determine the accuracy, neatness, and thoroughness of the work assigned (i.e., custodial, food services, general laborer, etc.) Or to make general observations of facilities or structures (i.e., security guard, inspection, etc.).

4. The conditions the worker will be subject to in this position:

A. The worker is subject to inside environmental conditions: Protection from weather conditions but not necessarily from temperature changes. **Yes**

B. The worker is subject to outside environmental conditions: No effective protection from weather. **No**

C. The worker is subject to both environmental conditions: Activities occur inside and outside.

D. The worker is subject to extreme cold: Temperatures typically below 12 degrees for periods of more than one hour. Consideration should be given to the effect of other environmental conditions such as wind and humidity. **No**

E. The worker is subject to extreme heat: Temperatures above 100 degrees for periods of more than one hour. Consideration should be given to the effect of other environmental conditions such as wind and humidity. **No**

F. The worker is subject to noise: There is sufficient noise to cause the worker to shout in order to be heard above the noise level. **No**

G. The worker is subject to vibration: Exposure to oscillating movements of the extremities or whole body. **No**

H. The worker is subject to hazards: Includes a variety of physical conditions, such as proximity to moving mechanical parts, moving vehicles, electrical current, working on scaffolding and high places, exposure to high heat or exposure to chemicals. **No**

I. The worker is subject to atmospheric conditions: One or more of the following conditions that affect the respiratory system of the skin: Fumes, odors, dusts, mists, gases or poor ventilation. **No**

J. The worker is subject to oils: There is air and/or skin exposure to oils and other cutting fluids. **No**

K. The worker is required to wear respirator. **No**

L. The worker is frequently is in close quarters, crawl space, shafts, man holes, small enclosed rooms,



small sewage and water line pipes, and other areas which could cause claustrophobia. **No**

M. The worker is required to function in narrow aisles or passage ways. **No**

N. The worker is exposed to infectious diseases. **No**

O. The worker is required to function around prisoners or mental patients **No**.

P. None: The worker is not substantially exposed to adverse environmental conditions (such as in typical office or administrative work). **No**

Q. The worker is exposed to blood borne pathogens. **No**

R. Cognitive/Mental Capabilities:

Comprehension:

Organization:

Decision Making:

Communication:

cey/ Oantur 5-1-2019  
Immediate Supervisor's Signature / Date

Allison Jay 30 Apr 2019  
Employee's Signature / Date

[Signature] 6/17/19  
Section or Division Manager's Signature / Date

#### ESSENTIAL JOB FUNCTIONS

Title:

I have read, understand and can perform the essential functions of this job with or without an accommodation.

Allison Jay  
(Employee)

30 Apr 2019  
(Date)