



**STATE OF MONTANA
SECRETARY OF STATE'S OFFICE
JOB PROFILE AND EVALUATION**

SECTION I - Identification

Working Title: Business Services Support Technician

Department: Secretary of State

Class Code Number: 434313

Division: Business Services Division

Class Code Title: License Permit Technician

Section/ Unit:

Pay Band: 3

Work Address:

1301 E 6th Ave.
Helena, MT 59601

Position Number: 34002, 34003

Phone:

FLSA Exempt

FLSA Non-Exempt

Profile Completed By: Tana Gormely

Work Phone: 444-2896

Work Unit Mission Statement or Functional Description:

The Secretary of State is one of six executive branch officers originally designated by the Montana Constitution of 1889. The duties of the secretary of state include: interpreting state election laws and overseeing elections; maintaining the official records of the executive branch and the acts of the legislature; reviewing, maintaining, and distributing public-interest records of businesses and nonprofit organizations; filing, publishing, and maintaining administrative rules adopted by state departments, boards and agencies; attesting to the governor's signature on executive orders, proclamations, resolutions, extradition papers, and appointments; preserving the state seal; filing and maintaining records of secured financial transactions, such as liens; serving on the state Board of Land Commissioners and the Board of Examiners; and commissioning notaries public. The Secretary of State's Office is divided into four Divisions: Elections, Business Services, Management Services and Administrative Rules, and Records Management.

The Business Services Division's mission is to serve the business community of Montana and other states and countries by ensuring the accurate and efficient filing, retention, and certification of business documents. The Secretary of State's Office works for and with its customers, continuously striving to improve service. Our office strives to provide responsive and responsible service to our customers with a commitment to continuous improvement, new ideas, and innovative approaches.

The Business Services staff, discharge the duties of the Secretary of State to provide a central processing and evaluation point for business registrations. The staff reviews, approves, maintains, and distributes records of business and non-profit organizations.

Describe the Job's Overall Purpose:

Reviews legacy mainframe data associated with business registration documents to make final determination of any data cleansing that needs to occur due to misspellings, omissions or formatting for conversion into the Secretary of State's Information Management System (SIMS). This position reports to the Business Services Division Deputy and does not supervise other agency personnel.

SECTION II - Major Duties or Responsibilities **% of Time**

A. Business Document Data Entry **80%**

Performs detailed review of business document data for accuracy and consistency and takes action by correcting misspellings and errors in principal names and addresses; ensures consistency with descriptions and formatting along with other content instructions.

1. Conducts review of business document data to identify any corrections needed based on detailed instructions and formatting requirements. This involves review of data contained in spreadsheets for the various business entities.
2. Performs data entry of business data from index cards into spreadsheets. This involves general comprehension of the information contained on the index cards and proper and accurate entry into the correct tables in the spreadsheets.
3. Conducts further review of business data as needed to identify deficiencies and assist with updates.

B. Other Duties as Assigned **20%**

This position performs a variety of other duties as assigned by the supervisor or project manager in support of the SIMS project and the work unit objectives.

1. What do you consider the most complicated part of the job?

Handle large volumes of repetitive data entry work within designated timeframes; correcting errors, remaining focused and persisting to accomplish assignments.

2. What guidelines, manuals or written established procedures are available to the incumbent?

Training guidelines established by the Secretary of State's Office and spreadsheets, and direct supervision as needed.

4. Which of the duties and/or specific tasks listed under, #1. (noted above) are considered "essential functions" that must be performed by this position (with or without accommodations)?

The following duties are considered essential functions because they require specialized expertise and skill and are the primary reasons the job exists:

- Duty A: Cleansing of Business Data
- Duty B: Other Duties as Assigned

PHYSICAL

- Carry light items (papers, books, small parts)

- Remaining seated for extended periods of time, with occasional walking; standing; bending
- Operating a personal computer

MENTAL

- Ability to multi-task
- Demands for accuracy in all aspects of work
- Ability to meet inflexible deadlines
- Computing arithmetic operations
- Comparing data
- Compiling information
- Coordinating

5. Does this position supervise others? Yes No

Number directly supervised: 0
 Complexity level of the positions supervised:
 Position Number(s) of those supervised:

6. This position is responsible for:

- Hiring Firing Supervision Pay Level
 Performance Management Promotions Discipline
 Other:

SECTION III - Minimum Qualifications - List minimum requirements for the first day of work.

Critical knowledge and skills required for this position:

KNOWLEDGE:

Basic knowledge of data entry with attention to detail. Ability to learn and comprehend assigned tasks with minimal oversight.

Employee must be proficient on a computer, including typing no fewer than 40 wpm, and have considerable knowledge and experience working with window based applications, including web-based applications.

Employee must be proficient with Microsoft Excel.

Employee must have ability to be trained in operating and maintaining office equipment.

Employee must have ability to focus on details.

Employee must be able to perform data review in a very condensed time frame. To perform these duties the employee must be detailed oriented, possess a proficiency and desire to resolve issues on their own.

Behaviors required to perform these duties:

- **Verbal Communication:** Keeps appropriate individuals informed. Listens to others respectfully, understands or seeks clarification, and responds appropriately demonstrating tact and

diplomacy. Expresses thoughts and ideas clearly. Maintains a positive work atmosphere by behaving and communicating in a manner that promotes cooperation with customers, clients, co-workers and managers.

- **Written Communication:** Writes clearly, logically and effectively using proper style, tone, grammar, spelling and punctuation. Written work products are appropriate to the intended audience
- **Flexible at Work:** Responds positively to changes in direction, priorities, responsibilities, personnel or assignments. Works effectively in a variety of situations and with a variety of individuals or groups. Maintains composure and displays restraint when faced with opposition, stress, or hostility from others.
- **Working with Others:** Relates to others in an open and accepting manner; is approachable. Offers and accepts opinions constructively. Adjusts to how individuals and the work unit will react. Treats others with respect. Constructively resolves disagreements. Is open to others' ideas and gives credit and recognition to others. Strives to create a positive work climate and energizes and inspires others to do their best.
- **Responsive to Work Needs:** Willing to perform different jobs, cross train, or assist wherever needed. Is aware of co-worker workload and responds accordingly.
- **Initiative:** Suggests improvements and new ideas, technologies and approaches to the workflow and Division needs. Willingly applies new and evolving ideas, methods, designs and technologies as changes arise in the office.
- **Efficiency and Focus:** Uses time effectively and prioritizes tasks. Is aware of workload and makes appropriate adjustments to meet deadlines and complete tasks. Handles interruptions or distractions and stays on task. Achieves goals.
- **Accuracy:** Ensures accuracy of work and makes corrections in a timely manner. Is conscientious and monitors own quality of work.
- **Attendance:** Arrives on time for work and demonstrates good attendance record.
- **Organizational Awareness:** Understands and follows the rules, policies and laws that govern work. Identifies key decision-makers; understands and respects the balance of authority. Acts in accordance with the State Ethics policy. Represents self and the office in a professional manner.

Education:

Check one box indicating minimum education requirements for this position for a new employee the first day of work:

- | | |
|--------------------------------------------------------------------------|--------------------------------------------------------------------------|
| <input type="checkbox"/> No education required | <input type="checkbox"/> Related AAS/2-years college/vocational training |
| <input type="checkbox"/> High school diploma or equivalent | <input type="checkbox"/> Related Bachelor's Degree |
| <input checked="" type="checkbox"/> 1-year related college/voc. training | <input type="checkbox"/> Related Master's degree |

The acceptable and related fields of study:

Business, Office Administration, Information Technology, or related field. This position requires a minimum of 1 year of job-related college or vocational/technical training and 1 to 2 years of job-related

experience, or a combination of education and job-related experience equivalent in which one year of additional education equals one year of experience.

Required/Acceptable:

Related:

Other education, training, certification, or licensing required (specify):

Microsoft Office products including Word, Excel, Outlook e-mail.

Experience:

Check the one box indicating minimum work-related experience requirements for this position for a new employee the first day of work:

- | | |
|-------------------------------------------------------|------------------------------------------|
| <input type="checkbox"/> No prior experience required | <input type="checkbox"/> 3 to 4 years |
| <input checked="" type="checkbox"/> 1 to 2 years | <input type="checkbox"/> 5 or more years |

Other specific experience (optional):

Alternative Qualifications:

This agency will accept alternative methods of obtaining necessary qualifications

- Yes No

SECTION IV – Other Important Job Information

Work is performed in a normal office environment, and the position requires the ability to communicate effectively and attention to detail. Ability to meet deadlines, handle interruptions and wide fluctuations in work volumes.

SECTION V – Signatures

My signature below (typed or hand written) indicates the statements in Section I to IV are accurate and complete.

Employee:

Name: _____ Title: _____

Signature: _____ Date: _____

Immediate Supervisor:

Name: _____ Title: _____

Signature: _____ Date: _____

Deputy:

Name: _____ Title: _____

Signature: _____ Date: _____

Department Designee:

Name: _____ Title: _____

Signature: _____ Date: _____