

STATE OF MONTANA

JOB DESCRIPTION

Montana state government is an equal opportunity employer. The State shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

Job Title: Administrative Assistant Position Number: Multiple

Location: MDT District and Area Offices Department: Transportation

Division and Bureau: Districts Section and Unit: Office Support

Job Overview: This position serves as an Administrative Assistant within the District and Area offices. The role provides general administrative support and customer service for staff and the public. Duties include helping permit applicants, answering questions, and directing inquiries to the right staff. The position also offers cross-administrative support to other groups within the district to keep information and tasks moving smoothly.

The role supports payroll and personnel tasks, such as participating in orientation, completing I-9/E-Verify steps, entering training records, and reviewing timesheets for accuracy. It also helps with records management, access control, meeting and event setup, and keeping the office organized and supplied.

The position reports to the District Executive Services Manager and does not supervise other employees.

Essential Functions (Major Duties or Responsibilities):

Administrative Services – 70%

- Primary point of contact for all members of the public, visitors and employees to the office; answering questions, answering phones; providing customer service for a wide variety of people to ensure that business needs are met
- Researches, compiles, and delivers accurate responses to questions about load limits, construction road conditions, district operations, and construction projects.
- Provides customer services to permit applicants to assist people with vehicle permitting processes by explaining permit process and requirements, rules and regulations. Identifies

- and resolves errors and discrepancies through communication with permittees and accounting staff.
- Assists Adopt-A-Highway volunteers with picking up and dropping off supplies
- Creates, edits, and publishes district communications (e.g., memos, letters, incident summaries, newsletters, intranet pages, and email notices) using Microsoft 365 tools and MDT templates; applies plain-language, accessibility, and formatting standards; manages the content lifecycle (version control, metadata, retention) in SharePoint; routes materials for review and e-signature through established digital workflows; and distributes to targeted audiences (internal/external) while archiving per records policy.
- Transcribes, and/or edits a variety of memoranda, correspondence, informational materials, and other documents (i.e., accident and incident reports) to ensure accuracy and completeness of language as well as proper document formats. Prepares routine communications as well as formal reports, mass mailings, and other specialized documents. Coordinates document reviews, revisions, and signatures; reproduction; and dissemination as requested.
- Manages databases such as Forage Removal, Adopt-A-Highway, etc to ensure the accuracy, accessibility, and security of information by compiling field lists of entities, locations, and maps; ensuring the accurate data processing; identifying modifications and/or upgrades necessary to reflect changing information requirements; and coordinating with information services staff to implement system modifications.
- Supports and participates in the semi-annual asset inventory (twice per year): assists with physical counts, helps reconcile counts to inventory lists, and forwards results to the DESM and designated asset management/fiscal contacts (non-financial recording).
- Provides EVUS/EVMS/MMS support and processes entries/requests related to maintenance activities, equipment/vehicle updates, and district operations; ensures data accuracy and coordinates with Maintenance, Engineering, and ISD as needed as well as deadline reminders to staff.
- Supports Accounts Payable by monitoring and routing invoices for timely approval; maintaining vendor communication; reviewing statements; resolving discrepancies; and researching AP transactions based on inquiries.
- Supports Accounts Receivable (cost centers) by coordinating cost center setup, documentation, and closure; providing training and technical guidance to crews; maintaining organized records; troubleshooting discrepancies; assembling packets for billing; and ensuring accurate, timely communication between crews, administrative staff, and headquarters.
- Maintains office supply and equipment inventories by identifying needs, preparing supply orders, and stocking supplies according to established purchasing and requisition policies and procedures.

- Provides administrative support to district technical units by assisting with data entry, document tracking, record maintenance, permit processing, scheduling needs, and communication with internal and external partners.
- Supports district staff by preparing and organizing project-related documents, maintaining shared databases or inventories, and coordinating information flow between district and Helena units as requested.
- Assists with compiling responses, gathering unit-level input, and preparing materials for submittal to Helena or other agencies.
- Helps coordinate logistics for unit-specific meetings, events, or public-facing activities including safety meetings, Maintenance Section Supervisor meetings, EPM meetings, district meetings, townhalls and highway project public meetings, annual stakeholder meetings and retirement luncheons.
- Assists with planning and implementation of the District's Annual Service Awards including compiling recipient list, ordering pins, certs and secondary items
- Manage District building key inventories and assignments
- Provides updates for district org charts, MDT's interchange/Late Breaking news.

Payroll – 20%

- Delivers new hire orientation by presenting key onboarding information and assisting employees with completing required documentation.
- Enters payroll position changes SABHRS.
- Collects confidential information regarding on-the-job injury from appropriate personnel and completes required paperwork. Submits First Report to Workers Compensation and Department personnel.
- Researches and responds to employee or administrative questions on payroll matters, including changes desired with regard to tax withholdings, benefits, direct deposits, and requested leave. Receives direction from Helena payroll for any payroll changes.
- Enters payroll and personnel information, including employee personal and job status information, payroll deductions, new hire/termination forms, and other supporting documentation into SABHRS. Responsible for compiling, analyzing and reconciling errors that arise within a diverse, complex payroll system.
- Assesses employee timesheets for correct project coding, expenditures, differential, expenses, leave, hours, and signatures by communicating with employees and /or supervisors over necessary clarifications or corrections.
- Approves timesheets as the district representative.
- Enters, tracks, updates and provides reminders for DL/CDL and Medical Certifications.
- Enters and tracks records for union contract-related items such as employee safety, tool, and uniform allowance system to ensure proper reimbursement.

- Independently responsible to maintains confidentiality of payroll files by monitoring and enforcing confidentiality and security protocols, and ensuring files are secured at all times.
- Sustains a current and thorough knowledge of the SABHRS and other payroll related accounting systems to ensure Department payroll policies and practices are up to date and implemented appropriately.
- Prepares and distributes monthly overtime/comp time reports for the District's Preconstruction, Construction and Maintenance divisions.
- Processes bi-weekly district payroll register

Other Duties – 10%

- This position provides a variety of other administrative support services as assigned by the District Executive Services Manager or District Administrator and District objectives.
- Reserves and tracks motel reservations for district employees.

Supervision

The number of employees supervised is: 0

The position number for each supervised employee is: n/a

Physical and Environmental Demands:

- Light lifting (up to 10 lbs.).
- Remaining seated for extended periods with occasional walking, standing, and bending.
- Communicating in writing, in person, and over the phone.
- Regular interactions with the public.
- Ability to meet inflexible deadlines.

Knowledge, Skills and Abilities (Behaviors):

This position requires knowledge of office management, business communications, records management, customer service standards, along with knowledge of SABHRS (Statewide Accounting, Budgeting and Human Resource System) This position is also expected to develop a progressively responsible knowledge of MDT policies and procedures, emergency response protocols, and specialized database and reporting systems (e.g., road reporting, Adopt-a-Highway, etc.).

This position requires skill in coordinating multiple projects under inflexible deadlines; translating technical information to varied audiences; identifying and resolving accounting discrepancies and

database errors; operating standard office software applications (e.g., word processing, database, etc.); responding to emergency situations; and written and verbal communications.

Minimum Qualifications (Education and Experience):

The required knowledge and skills are typically acquired through a combination of education and experience equivalent to a High School Diploma or equivalent and one (1) year of customer service related training, business or office management, or communications experience.

Alternative qualifications include: Any combination of additional related work experience and education equivalent to the minimum qualifications.

Special Requirements:

List any other special required information for this position

- ☐ Fingerprint check
- ☐ Valid driver’s license
- ☒ Background check
- ☐ Other; Describe
- MFPE Union Code
- Safety Responsibilities

The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.

Signatures

My signature below indicates the statements in the job description are accurate and complete.

Immediate Supervisor

Title

Date

Administrative Review

Title

Date

My signature below indicates that I have read this job description.

Employee

Title

Date

Human Resources Review

Job Code Title: Administrative Assistant Job Code Number: Q6102 Pay Band:

My signature below indicates that Human Resources has reviewed this job description for completeness and has made the following determinations:

☐ FLSA Exempt

☒ FLSA Non-Exempt

☐ Telework Available

☐ Telework Not Available

☐ Classification Complete

☐ Organizational Chart attached

Human Resources:

Signature

Title

Date

