

Title: Maintenance Services Coordinator	Effective Date: June 17, 2023	Grade: XII	Job Category: Professional
Prior Title: Maintenance Database Administrator	Prior Effective Date: June 24, 2017	Grade: XII	Page: 1 of 2

CHARACTERISTICS OF WORK

Under general supervision, this position is responsible for the administration of multiple databases for the Maintenance Division as well as performing clerical functions for Division executive staff.

EXAMPLES OF WORK

The following examples are intended only as illustrations of various types of work performed. No attempt is made to be exhaustive. Related, similar, or other logical duties are performed as assigned. The Department may require employees to perform functions beyond those contained in job descriptions. The Department may modify job descriptions based on Department needs. The Arkansas Department of Transportation is an "at will" employer.

- Update, maintain, and conduct reporting on the statewide signing database and statewide permitting system database.
- Provide administrative support to District Permit Officers in the operation of the statewide permitting system database.
- Troubleshoot issues on behalf of database users.
- Sustain the security and integrity of statewide Maintenance databases.
- Generate system reports in response to Management requests.
- Maintain user security roles and assignments.
- Create and maintain technical manuals for end users.
- Assist management with special projects and reports.
- Prepare invoices, reports, memoranda, letters and other documents using word processing, spreadsheet, database and/or presentation software.
- Collect, compile, or consolidate data and prepare various reports.
- Prepare and maintain records.
- Perform general office duties such as answering phones, sorting and distributing mail, ordering supplies, maintaining records management systems, preparing travel requests and arrangements, and assist with requisitions for goods and services via the Department's accounting software.
- Assist with position advertisements and personnel transactions in the Department's hiring system.
- Interpret and explain Department policies and procedures in response to requests, or refer inquiries as appropriate.

MINIMUM REQUIREMENTS

Education and experience: The educational equivalent to a bachelor's degree in business, computer science or related field; OR the educational equivalent to a diploma from an accredited high school plus four years of related experience.

Knowledge, skills and abilities: Knowledge and experience in office procedures. Thorough familiarity with the operation of personal computers and working knowledge of Microsoft Word, Access, Excel, and Outlook. Demonstrated ability to perform database maintenance and reporting. Advanced knowledge of writing, translating and coding database queries. Mathematical ability and ability to accurately record figures. Ability to interpret and apply Department policies and procedures. Detail oriented. Effective communication skills. Well-developed sense of urgency and follow-through.

Working conditions: Office environment.

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("Accredited" means the educational institution or program is accredited by an accrediting organization recognized either by the United States Department of Education or by the Council for Higher Education Accreditation.)

A criminal background check will be required to determine suitability of employment, and failure to meet these standards may cause the applicant to be rejected or terminated from that position.