

Department Title: Administrative Operations

Point of Contact: Amber Adkins, Administrative Operations Officer

- **PIMS-Admin** assistance (Assign & distribute login info, permissions & all other aspects of PIMS except if the application is not installed or does not work prior to login, that goes to Nemsys) I also transfer & merge Consumers
- **SAMS/Wellsky** Admin assistance (errors, password resets, adding or removing staff or providers, permissions etc.)
- **RingCentral** (password recovery assistance)
- **Copy Code** (assign & distribute codes)
- **WebEx Phone App** (adding new users, assign & distribute login info, PW reset, Hunt Group assignments, all "technical issues" with the **app** goes to Nemsys)
- **Security Badges** (created and assign Security badges, replacements for lost security badges need reported to me ASAP)
- **Building Maintenance** (all building related issues need reported to me) I work with the building owners to get these fixed, heating & cooling included
- **Security System** (I work with Eric-TSC on all security system issues)
- **Cleaning** (Any issues need reported to me so I can follow up with Kendra directly)
- **FLEET/Wex** (I work with Tom Ahl to get new cars & all scheduled Maintenance, any issues with any vehicles need reported to me ASAP, I also set up WEX cards for new staff), Fleet log issues
- **Projects** for myself/Ruthann need to be emailed to me with the Admin Support Request Form along with any other documents. Please provide a **minimum of 24 hours** in advance for urgent needs. I usually try to get them done as soon as possible 😊
- **Equipment requests** (ALL ARM forms must be submitted to me, then I will review the request and send to Nemsys for **ALL** equipment, access changes, office moves)
- **PLEASE NOTE: ARM forms need submitted for NEW HIRES by the Wed before at the latest to give them time to get things setup, some equipment takes 2 weeks to arrive**
- **Laptop bags/Lock** (I will provide a LT bag & lock to all new employees, replacements also provided if current item is damaged or no longer usable)
- **Company Mileage** (I will be in charge of adding staff and sending them login info)
- **Employee Phone List** (I keep this up to date as new staff start or staff swap phones- file is located in the following folder: **PSA3 Shared - All Staff\ALL STAFF INFORMATION**)
- **Adobe PDF** (I can turn most PDF's into a word/excel document for editing, I can combine multiple single PDF's into 1 document, I can create PDF forms etc.)
- **Office Equipment** (manage all aspects of all copiers, postage machine & the folding machine, order toner for desktop printers)
- **Reservations-** for Church/Sanitation Dept for Trainings or meetings
- **Surveys-** can create surveys in Survey Monkey and send reports as requested

- **GoToMeeting**- can setup GoToMeeting and provide link prior to meeting date
- **WAN/ODA Help desk**- Add new users, request pw reset and send tickets & follow up with ODA for PIMS issues
- **PHONES (Verizon)**- call log reports, call forwarding, VM password assistance. All technical issues, replacements or installs need to be reported to Nemsys
- **DocuWare**- assistance with access/permissions. App install and issues with the app not working goes to Nemsys