

**State of Washington
Office of the Secretary of State
invites applications for the position of:
OFFICE ASSISTANT 2**

careers.wa.gov
Working for Washington State

SALARY: \$2,076.00 - \$2,676.00 Monthly

OPENING DATE: 03/04/16

CLOSING DATE: 03/11/16 11:59 PM

DESCRIPTION:



Secretary of State

Kim Wyman

Headed by an elected state official, the Office of the Secretary of State is responsible for administering elections within the state, registering corporations and charities that do business within the state, collecting and preserving the records of governmental bodies within the state, and maintaining the Washington State Library. The office also administers the Address Confidentiality Program, Legacy Washington and the Combined Fund Drive. Visit our website at: www.sos.wa.gov.

This full-time position reports to the deputy director of the Elections Division and is responsible for reception desk activities, clerical support, and maintains the division filing systems.

DUTIES:

Receptionist

- Answers multiple phone lines; answers inquiries regarding division services and procedures based on established guidelines; forwards non-routine calls to the appropriate staff member
- Responds to division email box by answering incoming questions according to established guidelines; forwards non-routine emails to the appropriate staff member

Clerical

- Schedules meetings and coordinates materials
- Performs word processing for basic memos and letters; proofreads and spell checks documents
- Orders and distributes supplies
- Copies and distributes various materials
- Creates and maintains logs, spreadsheets and other tracking tools
- Creates and maintains various electronic reports
- Responds to requests for basic support from staff
- Maintains the filing system; creates new files; files materials
- Maintains imaged documents according to guidelines
- Prepares boxes for pick up by Record Center staff
- Receives, opens, sorts, and distributes incoming returned mail
- Prepares mail for division and CMS mail jobs; uses electronic meter equipment
- Records and maintains scanning and mail statistics

Miscellaneous

- Special projects as assigned

- Participates in office-wide committees and meetings

QUALIFICATIONS:**REQUIRED QUALIFICATIONS:**

- Ability to read and write English language
- One year of experience performing routine clerical duties such as, opening mail, typing, data entry, or file management
- One year of experience using a multi-line phone system and providing customer services to the public, clients, or customers
- Ability to efficiently use a personal computer and applicable software to successfully perform the essential job functions of the position

PREFERRED/DESIRED QUALIFICATIONS:

- Experience working directly with customers either by phone, email or in person
- Demonstrated oral and written communication skills including conveying information
- Ability to handle multiple and constant interruptions

SUPPLEMENTAL INFORMATION:**How to Apply**

- To be considered for this position you must attach a resume and a letter of interest describing how your experience and qualifications relate to the position description and the required and preferred/desired qualifications.
- You must complete the supplemental questions at the end of this application. Incomplete responses such as "see resume" will not be considered. In addition, if the employer you identify in the additional information section is not included on your resume or work experience profile, you will not receive credit.
- All veterans must include a copy of your DD214 to receive preference in the hiring process. You must redact your social security number before attaching it to your application.

The Office of the Secretary of State is an equal opportunity employer (EOE). We do not discriminate on the basis of race, color, national origin, creed, sex, sexual orientation, disability, familial status, marital status, and age. All interested candidates are encouraged to apply. Persons of disability needing assistance in the application process, or those needing this announcement in alternative format, should call (360) 704-5212.

OFFICE ASSISTANT 2 Supplemental Questionnaire

- * 1. Where did you hear about this job opening?
- * 2. Do you have a family member or relative currently employed at the Office of the Secretary of State?
☐ Yes ☐ No
- 3. If you answered yes in the previous question, what is the name of your family member/relative?

- * 4. How many years of experience do you have performing clerical duties?
 - ☐ I do not have this type of experience.
 - ☐ I have more than 1 year of experience, but less than 2 years.
 - ☐ I have more than 2 years of experience.
- * 5. What does your experience include?
 - ☐ Opening mail
 - ☐ Typing
 - ☐ Data entry
 - ☐ File management
 - ☐ None of the above
- * 6. Please describe your experience and identify what employer you gained this experience with. If you do not have this type of experience, please enter "N/A" in the box below.
- * 7. How many years of experience do you have using a multi-line phone system?
 - ☐ I do not have this type of experience, but I am willing to learn.
 - ☐ I have phone experience, but not multi-line.
 - ☐ I have more than 1 year of experience, but less than 2 years.
 - ☐ I have more than 2 years of experience.
- * 8. How many years of experience do you have providing customer services to the public, clients, or customers?
 - ☐ I do not have this type of experience, but I am willing to learn.
 - ☐ I have more than 1 year of experience, but less than 2 years.
 - ☐ I have more than 2 years of experience.
- * 9. Please describe your experience and identify what employer you gained this experience with. If you do not have this type of experience, please enter "N/A" in the box below.
- * Required Question