



**Appointment Type:** Permanent  
**Working Time:** Part Time (21-31 hrs per week)  
**Reference Code:** NB00019563\*  
**Opening Date:** 11/04/2009  
**Closing Date:** 11/13/2009



## Office Assistant 3, receptionist CRO and OCR Wenatchee, Washington \$2,161.00 to \$2,789.00 per month (pay range 31)

### Agency Information

The Department of Ecology's mission is to protect, preserve and enhance Washington's environment, and promote the wise management of our air, land and water for current and future generations.

This means protecting both humans and the environment from pollution; restoring and preserving important ecosystems that sustain life; and finding ways to meet human needs without destroying environmental resources and functions.

Fundamental to achieving these results lies in our everyday interaction with citizens, stakeholders, and the public we regulate. We treat our customers as partners and collaborators: provide respectful and prompt service; explore creative solutions for the best results; and act with integrity. Also critical is maintaining effective infrastructures and a workforce that is committed, productive and successful. We invest in our employees to create and sustain a working environment that encourages creative leadership, teamwork, professionalism and accountability.

The citizens of Washington trust that the Department of Ecology supports and assists them in promoting the sustainable environmental and economic well being of the state. That trust, coupled with our effectiveness, helps Ecology to continue to receive the support it needs to advance our environmental mission.

To learn more about our Agency, please visit our website at: [www.ecy.wa.gov](http://www.ecy.wa.gov)

### POSITION INFORMATION:

There is one current vacancy with the Department of Ecology, supporting the CRO Administration Program and the Office of Columbia River Program, in the Wenatchee Field Office.

### Duties

This position will be assigned several areas of responsibility -

- 1.) Work independently and with limited supervision at the reception desk in the Wenatchee Field Office. Perform clerical duties such as preparing, reviewing and processing correspondence. Route callers and walk in customers to the Central Regional Office in Yakima to answer questions on services provided at regional office. Schedule conference rooms and set up video conference meetings. Monitor and order supplies. Process the mail, date stamp incoming mail and use postage machine for outgoing mail.
- 2.) Coordinate building maintenance with the Regional Business Administrator. Coordinated printer/copier maintenance with IT personnel or Regional Business Administrator. Troubleshoot and perform minor printer/copier maintenance such as removing paper jams, loading paper and replacing toner/ink cartridges.
- 3.) Coordinate records management with file room staff located at the regional office in Yakima. Forward all public records requests to the Public Disclosure Coordinator. Create files for Office of Columbia River staff.
- 4.) Coordinate vehicle maintenance with the motor pool coordinator at the Central Regional Office in Yakima and with

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Office of Columbia River personnel in Wenatchee. Report mileage and process vehicle logs by due date. Take vehicles to local shop for preventive maintenance and repairs.

5) Ensure agency security procedures are implemented. Instruct visitors to sign in when entering the facility. Maintain visitor log sheets for security issues. Ensure doors are locked. Coordinate emergency services by taking appropriate steps to call 911 and the Regional Business Administrator. Coordinate emergency personnel (i.e. fire, police and medical) that come to the building in response to an emergency.

## Qualifications

### REQUIRED

High school graduation or equivalent and two years of clerical experience.

**Accountability:** Accepting personal responsibility and accountability for quality and timeliness of work. Responding promptly to requests for service and assistance.

**Adaptability and Flexibility:** Demonstrating the ability to manage constantly changing and competing priorities.

**Communication:** Communicating clearly, accurately, and in a timely manner. Actively listening and engaging in open, respectful, professional dialogue. Performing work in a helpful, friendly, and positive manner.

**Information Management:** Demonstrating the ability to operate a personal computer and utilizing software (e.g. Word, Access, Excel) to produce reports and documents as requested.

**Service Focus:** Consistently striving to exceed expectations. Providing customers with a finished product that is accurate, thorough and of high quality.

**Trust and Integrity:** Earning the trust, respect, and confidence of co-workers and customers through consistent honesty, forthrightness, and professionalism in all interactions.

## Special Notes

To ensure consideration for this position, you must apply electronically at [www.careers.wa.gov](http://www.careers.wa.gov) using reference code NB00019563\* and submit the following materials as attachments (ATTACHMENTS TAB) by November 13, 2009.

- A letter of interest describing how you meet the requirements for this position, using a maximum of 2000 words. Please provide clear, detailed information that addresses the duties of the position and the desirable qualifications.

- A resume

- Answers to the following questions:

1. Describe your experience working with word processing programs, databases and spreadsheets. Include descriptions of databases and/or spreadsheets you have created.
2. Describe your experience reviewing, preparing and processing correspondence. Include a brief description of the types of correspondence you prepared.
3. Describe your experience working in customer service. Include your experience working with difficult clients, other employees and external customers.

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ALSO BE SURE TO ANSWER THE QUESTION ON THE QUESTION TAB.

By submitting a completed application package to this announcement you are acknowledging that all answers, statements and any other materials you have submitted to apply for this job are true and complete to the best of your knowledge. You understand that the State may verify this information and that untruthful or misleading answers are cause for rejection of your application or dismissal if employed.

## **Other Information**

### **UNION SECURITY**

This position is covered by a union shop provision. Therefore, as a condition of employment, candidates who are appointed are required to become members of the Washington Federation of State Employees (WFSE) and pay dues or as a non-member pay agency shop fee, non-association fee or a representation fee. The union shop provision shall be effective no later than the 30th day following the effective date of the appointment.

For more information: <http://www.dop.wa.gov/JobSeekers/UnionInformation.htm>

The State of Washington is an equal opportunity employer. Persons with a disability who need assistance in the application or testing process, or those needing this announcement in an alternative format, may call (360) 664-1960 or toll free (877) 664-1960 or Telecommunications Device for the Deaf (360) 664-6211. For questions about this recruitment call (360) 407-6186.

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