



## JOB ANNOUNCEMENT

### POSTED

June 29, 2008

### POSITION

Administrative Specialist

### DEADLINE

July 11, 2008  
4:00 p.m.

### SALARY

\$16.19 - \$20.66 / hourly

### STATEMENT OF THE POSITION

The Washington County Consolidated Communications Agency is seeking a qualified individual to perform administrative, receptionist and bookkeeping duties in support of the Administrative Office of this 9-1-1 Dispatch Center.

### MINIMUM REQUIREMENTS

A minimum of three years of general office experience, excellent customer services skills, a working knowledge of a word processing and spreadsheet program, and good math skills are required.

### DESIRABLE QUALIFICATIONS

Working knowledge of: General office practices and procedures, Microsoft Word, Microsoft Excel and basic bookkeeping.

Ability to: Independently perform duties; provide courteous and friendly service to the public, management and fellow employees; handle sensitive material and maintain confidentiality; establish priorities; maintain organized files; meet deadlines and work on multiple tasks simultaneously; communicate effectively both verbally and in writing.

Skill in: The operation of standard office equipment and word processing.

### EXAMINATION PROCESS

The examination process will consist of the following:

1. Candidate qualifications will be competitively evaluated based on the information provided on the **application and supplemental questionnaire**.
2. Top candidates will be interviewed and evaluated by a panel.
3. Background references.
4. Approval of the appointment by the Agency Director.



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Washington County Consolidated Communications Agency

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**ADMINISTRATIVE SPECIALIST**

**DEFINITION:**

To perform a variety of administrative support duties of moderate complexity requiring knowledge of the work unit, its procedures and operating details; perform skilled word processing; prepare correspondence using independent judgment in content and style; have considerable public contact in explaining policies and procedures; perform basic accounting tasks.

**DISTINGUISHING CHARACTERISTICS:**

Employees within this class perform a full range of duties as assigned, including the exercise of judgment in receiving, processing, recording and distributing information, preparing correspondence, and performing basic accounting duties. Employees at this level receive instruction or assistance as needed, and are fully aware of the operating procedures and policies of the work unit.

**SUPERVISION RECEIVED:**

Receives direct supervision from the Senior Administrative Specialists.

**SUPERVISION EXERCISED:**

Supervision is not a responsibility of this position.

**EXAMPLES OF PRINCIPAL DUTIES:** Duties may include, but are not limited to, the following:

1. Provide information verbally to the public and other employees by phone or in person to ensure compliance and an understanding of the agency rules, regulations, or functions; listen to questions and either explain procedures according to agency guidelines or refer clients to another appropriate source. Provide written information to the public and other employees through the preparation, collation, and distribution of written information packets as directed.
2. Maintain file, index, and record keeping systems requiring employee to sort, file, retrieve and distribute records or documents. Records may include payroll,

- accounts payable, accounts receivable, recruitment and contracts, as well as other documents.
3. Word process, edit, and proofread forms, memos, reports, text and correspondence for managers or supervisors from verbal instructions, rough draft, shorthand notes, dictation equipment, handwritten copy or from other material using a word processor.
  4. Copy, compare or compile data to produce reports for managers or supervisors by checking data, making necessary corrections and producing data in final form.
  5. Operate, maintain and coordinate the repair of office equipment. Maintain an adequate stock of office and equipment supplies at all times.
  6. Update and distribute a variety of documents according to established procedures, which may include Operations Directives, outgoing and incoming mail, purchase orders, etc.
  7. Prepare and distribute agenda materials and transcribe minutes for internal meetings and subcommittee meetings as assigned.
  8. Perform related duties as assigned.

**KNOWLEDGE, SKILLS AND ABILITIES:**

Knowledge of modern office practices and methods; knowledge of business English, spelling, grammar and punctuation; knowledge of business letter writing and report preparation techniques; knowledge of operational characteristics and applications of data processing equipment; knowledge of the operation and maintenance of office equipment and machinery; knowledge of pertinent federal, state, and local laws, codes and regulations; knowledge of principles and procedures of financial record keeping and reporting; knowledge of basic mathematical principles.

Ability to type at a speed necessary for successful job performance; ability to communicate effectively, in English, both orally and in writing; ability to understand and carry out oral and written instructions; ability to apply applicable federal, state, and local laws, rules, regulations, and policies; ability to take and transcribe dictation at a speed necessary for successful job performance; ability to establish and maintain cooperative working relationships with individuals, whether members of the public or coworkers, from diverse groups and backgrounds.

**EXPERIENCE AND TRAINING:**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and

abilities would be: Three years of responsible general office or secretarial experience and education equivalent to the twelfth grade.

**SALARY RANGE:**

The salary range for this position is \$2,807 to \$3582 per month.\* This position is non-exempt and non-classified.

**TESTING REQUIREMENTS:**

Candidates will be required to complete a testing process, including but not limited to, completion of an Agency application and supplemental questionnaire, oral board interview and background investigation. Each candidate will be ranked based on their scores in each category and evaluated by the Director. The Director will select the final candidate eligible for hire.

**ADOPTED BY CEO BOARD:** 02-20-92

**REVISED BY DIRECTOR:** 04-15-98

**REVISED BY DIRECTOR:** 02-11-02

*\*salary updated: 7/1/08*



**Washington County Consolidated Communications Agency**  
**Application for Employment**  
**An Equal Opportunity Employer**

Each question should be fully and accurately answered. No action can be taken on this application until all questions have been answered. Application must be signed and dated, or it will be considered incomplete. Use blank paper if you do not have enough room on this application. **PLEASE PRINT**, except for signature on back of Application. All information given will be available only to persons who have a "need to know" or as required by law. This company will make reasonable accommodation in the application process, if needed.

Today's Date: \_\_\_\_\_

Name \_\_\_\_\_ Date you are Available for employment? \_\_\_\_\_  
 Last First Initial

Mailing Address \_\_\_\_\_  
 Street City State Zip

Home Phone \_\_\_\_\_ Cell \_\_\_\_\_ How did you hear about us? \_\_\_\_\_

YES  NO

**Are you a citizen of the United States or, if not, are you legally authorized to work in the United States?**  
*If offered employment, you will be required to submit identification in accordance with INS rules and regulations.*

YES  NO

**As an adult have you ever been convicted of an offense other than a minor traffic violation? If "yes" please state below the nature, date, and jurisdiction of each conviction. Convictions are evaluated for each position, and are not necessarily disqualifying.**

**EDUCATION AND TRAINING:** Do you have a high school diploma, GED, or equivalent? YES  NO

**Please list all colleges, universities, military, trade, business or other schools attended.**

NAME AND LOCATION OF SCHOOL	MAJOR OR TYPE OF TRAINING	SEM. CREDIT HOURS	QTR. CREDIT HOURS	DEGREE OR CERTIFICATE OBTAINED

**LICENSES/CERTIFICATES:** List driver's license or other certificates you possess as required by the position applied for.

TITLE	NUMBER	ISSUING AGENCY	DATE ISSUED/DATE OF EXPIRATION

**SKILLS/ABILITIES:** List any skills/abilities you have which are pertinent to the position applied for.

\_\_\_\_\_

\_\_\_\_\_

**EMPLOYMENT HISTORY:**

Beginning with your present or most recent job, list, in chronological order, your complete work experience, including paid and volunteer positions, military and intern experience. Please attach a separate sheet or sheets if necessary. The information provided must be complete and accurate. **A resume may be submitted but will not be accepted as a substitute for completing this section.**

Name and Address of Employer:		Supervisor's Name, Title, Phone Number:
YOUR TITLE:		YOUR DUTIES AND RESPONSIBILITIES:
FROM: (MO./YR.)	TO: (MO./YR.)	
RATE OF PAY:		
REASON FOR LEAVING:		
May we contact your current employer: YES___ NO___		

Name and Address of Employer:		Supervisor's Name, Title, Phone Number:
YOUR TITLE:		YOUR DUTIES AND RESPONSIBILITIES:
FROM: (MO./YR.)	TO: (MO./YR.)	
RATE OF PAY:		
REASON FOR LEAVING:		

Name and Address of Employer:		Supervisor's Name, Title, Phone Number:
YOUR TITLE:		YOUR DUTIES AND RESPONSIBILITIES:
FROM: (MO./YR.)	TO: (MO./YR.)	
RATE OF PAY:		
REASON FOR LEAVING:		

Name and Address of Employer:		Supervisor's Name, Title, Phone Number:
YOUR TITLE:		YOUR DUTIES AND RESPONSIBILITIES:
FROM: (MO./YR.)	TO: (MO./YR.)	
RATE OF PAY:		
REASON FOR LEAVING:		

Name and Address of Employer:		Supervisor's Name, Title, Phone Number:
YOUR TITLE:		YOUR DUTIES AND RESPONSIBILITIES:
FROM: (MO./YR.)	TO: (MO./YR.)	
RATE OF PAY:		
REASON FOR LEAVING:		

**EMPLOYMENT HISTORY CONT':**

Beginning with your present or most recent job, list, in chronological order, your complete work experience, including paid and volunteer positions, military and intern experience. Please attach a separate sheet or sheets if necessary. The information provided must be complete and accurate. **A resume may be submitted but will not be accepted as a substitute for completing this section.**

Name and Address of Employer:		Supervisor's Name, Title, Phone Number:
YOUR TITLE:		YOUR DUTIES AND RESPONSIBILITIES:
FROM: (MO./YR.)	TO: (MO./ YR.)	
RATE OF PAY:		
REASON FOR LEAVING:		
May we contact your current employer: YES___ NO___		

Name and Address of Employer:		Supervisor's Name, Title, Phone Number:
YOUR TITLE:		YOUR DUTIES AND RESPONSIBILITIES:
FROM: (MO./ YR.)	TO: (MO./ YR.)	
RATE OF PAY:		
REASON FOR LEAVING:		

Name and Address of Employer:		Supervisor's Name, Title, Phone Number:
YOUR TITLE:		YOUR DUTIES AND RESPONSIBILITIES:
FROM: (MO./ YR.)	TO: (MO./ YR.)	
RATE OF PAY:		
REASON FOR LEAVING:		

<b>Are you at least 18 years of age?    YES <input type="checkbox"/>    NO <input type="checkbox"/></b>
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I understand and agree that information may be developed through an Agency review of background history records, personal interviews with third parties such as family members, neighbors, friends, associates, former employers, educational institutions, custodians of official records or other sources. Only job-related information developed from such a report will be considered in evaluating my employment application or continued employment. I hereby authorize such persons, companies, organizations or corporations to answer all questions or release any information regarding me for purposes of my application for employment. I hereby release them and WCCCA from any liability and hold them harmless from any claim for releasing any information within their knowledge and/or records.

I certify that the answers given by me to the foregoing questions and during any interviews are true and correct without consequential omissions, and understand that my failure to do so will result in the rejection of my application and, if employed, omissions and/or false statements on this application or during any interviews may result in dismissal. **I understand and acknowledge that this employment application does not constitute an employment contract.** I have had an opportunity to have my questions about this statement's content and intent answered and understand its terms.

In consideration of my employment, I agree to conform to the instructions, rules and policies of WCCCA. Further, I hereby affirm that I am able to perform the essential functions of this job, with or without reasonable accommodation, as outlined in the attached job description and/or announcement.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Applicant

\_\_\_\_\_  
Signature of Witness

\_\_\_\_\_  
Date

**INSTRUCTIONS FOR COMPLETING THE SUPPLEMENTAL QUESTIONNAIRE  
ADMINISTRATIVE SPECIALIST**

A completed supplemental questionnaire is a requirement to be considered for this position. The questions relate entirely to your experience and/or training in each of the listed areas. Your response to each question must not exceed one typed page.

The purpose of this supplemental questionnaire is to obtain detailed information regarding your qualifications for this position, and will be used to screen applicants. **THE SUPPLEMENTAL MUST BE FILLED OUT COMPLETELY.**

**THE SUPPLEMENTAL QUESTIONNAIRE MUST BE SUBMITTED IN ADDITION TO YOUR APPLICATION.** Resumes will not be accepted.

## **SUPPLEMENTAL QUESTIONNAIRE**

### **ADMINISTRATIVE SPECIALIST**

1. Please describe your customer service training and experience, including any experience in dealing with difficult people and how you handled the situation.
2. Please detail your experience and/or training using software applications, especially Microsoft Word and Excel, and any accounting software. Include the types of work tasks performed using these programs and your level of responsibility.
3. Please describe your training or experience in accounting or bookkeeping.
4. Describe the methods you use to maintain confidential information both verbal and written.
5. What do you feel are the most challenging aspects of working on a team, and the most beneficial?