State of Connecticut
JOB POSTING

STATE OF CONNECTICUT
DEPARTMENT OF REHABILITATION SERVICES
Office Assistant

(May be under filled at the level of Clerk Typist)

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!

OPEN TO:	**On exam list for Office Assistant/Open to the Public for Clerk Typist**
BARGAINING UNIT:	**Administrative Clerical (NP-3)**
JOB POSTING NO:	**34900**
HOURS:	**Full Time, 40 Hours per week, Monday - Friday**
LOCATION:	**Deaf and Hard of Hearing Services** **67 Prospect Avenue, Hartford, CT**
STARTING SALARY:	***$39,709.00 to $52,100.00 (CL-13) – Office Assistant** ***$35,602.00 to $45,004.00 (CL-10) – Clerk Typist** *** Employees new to state service start at the minimum of the range**
CLOSING DATE:	**March 6, 2015**

The Department of Rehabilitation Services, Interpreting Services Unit (DHOH), is currently recruiting for an Office Assistant to assist Interpreter Coordinators in the facilitation of statewide interpreting services. The successful candidate will need to have the ability to handle multiple priorities, be familiar with computer scheduling; have excellent customer service skills; have experience with heavy telephone coverage, and accurate data entry skills. This position requires a good math aptitude and experience in Excel for scheduling, reporting and processing of accurate payments.

Knowledge of American Sign Language and the ASL Interpreting Profession is preferred but not required. However, the candidate must be willing to learn and utilize American Sign Language on a daily basis.

Eligibility Requirement: Candidates applying at the level of **Office Assistant** must have applied for and passed the Office Assistant exam and be on the current certification list promulgated by the Department of Administrative Services. State employees currently holding the above title or those who have previously attained permanent status in the class may apply for lateral transfer. Candidates applying at the level of **Clerk Typist** must have six months experience as a Typist or its equivalent.

EXAMPLE OF DUTIES:

Typing: Types a variety of material in relation to other duties or as assigned; enters and retrieves data on personal computers and computer terminals.

Filing: Sets up and maintains office procedures, filing and Indexing systems and forms for own use.

Correspondence: Composes routine correspondence.

Report Writing: Compiles and generates recurrent technical, statistical or financial reports requiring judgment in the selection and presentation of data (format).

Interpersonal Skills: Provides general information and referral services in response to citizen complaints or questions regarding agency's services or authority; responds to inquiries from other work units or department/agencies; applies agency policies and state statutes and regulation in determining case status or responding to requests for procedural assistance; may lead lower level employees in carrying out assigned clerical functions.

Processing Skills: Maintains calendars of due dates and initiates recurring work or special clerical projects accordingly; processes a variety of documents in determining routine case status; exercises discretion in choosing appropriate follow through procedures within defined guidelines including assembling and reviewing incoming materials for accuracy, completeness and conformance to established guidelines and agency policy and procedures, verifying information through use of Internal resources and contacts with sender and other work units and soliciting additional information as required by phone or form letter; processes purchase requisitions/purchase orders for subsequent action; prepares payment list and billing invoices; receives shipments of materials and matches/verifies shipment or billing Invoices against original purchase orders; maintains billing control cards, files, journals or account ledgers by posting credits, expenditures, interest, etc.; figures payments, cost, discounts and adjustments using prescribed methods and formulas; receives monies in various forms such as cash, checks and money orders and prepares for deposits; maintains inventory and orders supplies; uses a variety of automated equipment to perform job functions; performs related duties as required.

MINIMUM QUALIFICATIONS REQUIRED KNOWLEDGE, SKILLS AND ABILITY:

Knowledge of office systems and procedures including proper telephone usage and filing; oral and written communication skills; skills in performing arithmetical computations; basic interpersonal skills; ability to perform a full range of clerical tasks; ability to operate office equipment which includes personal computers; computer terminals and other electronic automated equipment; ability to operate Office Suite software; ability to schedule and prioritize workflow; ability to read and interpret complex instructions**.**

APPLICATION PROCEDURE: To be considered please provide the following:

1. State of Connecticut Application for Employment (CT-HR-12), available online at: www.das.state.ct.us/exam/default.asp#APPLICATION_FORMS.
2. Completed "Clerical Experience Addendum", page three (3) of this posting.
3. Three (3) professional reference letters from current and/or former supervisors, or performance appraisals.
4. Candidates currently employed in state service, please submit your two (2) most recent service ratings in lieu of references with your application materials to:

DORS.Recruitment@ct.gov
PLEASE NOTE THE POSTING NUMBER MUST BE IN THE SUBJECT LINE OF THE EMAIL
or
Department of Rehabilitation Services
55 Farmington Avenue, 12th Floor
Hartford, CT. 06105
ATTN: Rebecca Martinez - Human Resources

Incomplete, blank or late applications will not be considered. Also, no fax or hand-delivered copies will be accepted.

APPLICATIONS MUST BE POSTMARKED ON OR BEFORE March 6, 2015.

Note: The filling of this position will be in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER
The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.

Clerical Addendum
Deaf and Hard of Hearing Interpreting Unit

Name (Last, First):

Date:

INSTRUCTIONS: Circle responses.

How many years clerical experience do you have?*	<3 years	3-5 years	5+ years
Was this permanent employment?	Yes	No	
Do you have experience with data entry?	Yes	No	
Do you have experience keeping multiple schedules for multiple people?	Yes	No	
Do you have experience developing written correspondence?	Yes	No	
Do you have experience completing template letters?	Yes	No	
Have you used mail merge to send correspondence?	Yes	No	
Do you have experience using customer service skills?	Yes	No	
Do you have experience answering multiple phone lines?	Yes	No	
Do you have experience communicating in American Sign Language?	Yes	No	
If yes, how would you rate your sign language skills	Beginner	Intermediate	Advanced

How would you rate your level of expertise in:

Microsoft Word	Beginner	Intermediate	Advanced
Microsoft Excel	Beginner	Intermediate	Advanced
Microsoft Outlook	Beginner	Intermediate	Advanced

* Clerical experience includes: entry and retrieval of data from computer terminals; types a variety of forms, envelopes, etc. Maintains logs, sets up and maintains records and files according to established procedures; searches files for information. Send out standard forms, letters, making minor revisions or additions. Answers phones, relays calls and takes messages; receives and directs visitors; handles routine requests for information or assistance.