

OFFICE OF THE HEALTHCARE ADVOCATE
JOB OPPORTUNITY

CLERK TYPIST

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

Open To: The Public
Location: 450 Capitol Avenue, Hartford, CT
Job Posting No: 9397
Hours: Full-time (40 hours per week) 8:00 a.m. – 4:30 p.m.
Annual Salary: (CL 10) \$35,602 - \$45,004 (new hires into state service start at the minimum salary)
Closing Date: *Friday, October 10, 2014. Application package must be received by 4:30 p.m. by this date.

The Office of the Healthcare Advocate is seeking a Clerk Typist position to serve as the receptionist. This position would require a candidate with strong customer service, organizational and communication skills.

Eligibility Requirement: State employees currently holding the above title or those who have previously attained permanent status may apply for lateral transfer.

Duties include: greets and directs visitors; Provides general information regarding OHA to the general public, legislators, and other state agencies; Mails out authorization form, requests for brochures and posters; Answer heavy volume of incoming phone calls, takes messages, returns phone calls; Screens incoming calls, triage and enters call information into the database; Respond in writing to general questions pertaining to OHA; Assist in outreach preparation and in special projects; Maintains office inventory and orders office supplies; Maintains Office filing systems; Provides clerical support to staff members; Photocopy sensitive and confidential documents/materials; Scanning documents; Prepares routine reports. Perform related duties as assigned.

Preferred skills and abilities: The preferred candidate should possess excellent interpersonal skills, strong customer service skills, ability to multitask; experience using legal files is a plus.

Knowledge, Skills and Abilities: Knowledge of operating a multi-line phone system; knowledge of office procedures including proper telephone usage and filing; knowledge of spelling, punctuation and grammar; skill in typing a variety of materials; basic interpersonal skills; basic oral and written communication skills; basic skill in performing arithmetical computations; ability to operate office equipment which includes personal computers, computer terminals and other electronic equipment; ability to perform basic clerical tasks such as coding, sorting, alphabetizing and numeric ordering.

General Experience: Six (6) months as a Typist or its equivalent.

Substitution Allowed: Graduation from high school with coursework in typing.

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

APPLICATION INSTRUCTIONS: To be considered for this position, qualified candidates must submit a cover letter, resume, and Application for Employment (CT-HR-12 form) located at www.das.state.ct.us/exam to be received no later than the Closing Date above. Current State employees must also include copies of their two (2) most recent performance appraisals. **Submit application package to:**

Carmen Rivera
Human Resources Assistant
Office of the Healthcare Advocate
P.O. Box 816
Hartford, CT 06142-0816

OR

E-MAIL: CID.HR@CT.GOV / Overnight mail address: 153 Market Street, 7th Floor, Hartford, CT 06103

***Incomplete or late application packages will not be considered. Due to the large volume of applications expected to be received, we are unable to confirm receipt of applications.**

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.