

**DEPARTMENT OF SOCIAL SERVICES
JOB OPPORTUNITY
OFFICE ASSISTANT**

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

Closing Date: Wednesday, June 5, 2013

The Department of Social Services is seeking dedicated Office Assistant candidates who can efficiently and effectively handle a full range of clerical support duties for our Waterbury Child Support unit. Candidates must be prepared and capable of working independently in an environment that is fast paced, diverse, technical, and complex. This position demands reliability, accuracy and precise attention to detail.

Open To: Candidates on current state exam list or lateral transfer:

Applicants must have taken and passed the current state of Connecticut examination for Office Assistant. State employees who are currently classified at this level or previously attained permanent status in this classification will be considered for lateral transfer. Applicants will not have the opportunity to take the exam prior to the closing date to qualify for this vacancy.

Location: Waterbury DSS Office, Child Support Unit
249 Thomaston Avenue, Waterbury, CT

Job Posting No: OAWBY

Work Schedule: Monday thru Friday: 8:00am – 4:30pm (may be modified with manager approval)

Salary Range: \$37,429 - \$49,108 annually

Essential Responsibilities Include:

This position is responsible for performing a full range of clerical functions that require independent judgment and initiative including but not limited to the following:

- Serves as the unit's central reception and telephone representative to agency staff, other state agencies and the public, providing general information and referral services in response to client or public inquiries for information or assistance regarding DSS services or authority;
- Examines and distributes daily mail as well as collects, reviews and organizes incoming documents or other materials received from various sources including investigators, Courts and other jurisdictions for accuracy, completeness and conformance to established DSS guidelines, policies and procedures;
- Organizes and prepares case files for unit investigators;
- Record, process and distribute various documents and client/obligor payments in accordance with agency policy and procedures;
- Extensive data entry, record keeping and document processing including creating, updating and reviewing investigation logs, calendars, sign-in sheets and statistical reports. This includes reviewing daily CCSES error reports to ensure the accuracy of data is maintained between the agency's two main data networks (EMS & CCSES);
- Composes routine correspondence on behalf of unit and investigators;
- Maintains office inventory, supplies, forms and equipment, processes purchase requisitions and receives shipments of materials as needed;
- Maintain the unit records system including the purging or archiving of closed files;
- Provide assistance to unit investigators in the completion of routine daily tasks and performs other related duties or special projects as required.

Qualifications Include:

- Two (2) years general clerical work experience;
- College training may be substituted for the General Experience on the basis of fifteen (15) semester hours equaling six (6) months of experience;
- Ability to work in a fast paced team oriented environment;
- Ability to process a large volume of work involving time sensitive matters;
- Ability to meet specific mandated statutory deadlines;
- Strong organizational skills;
- Ability to coordinate data from various sources in an efficient and accurate manner;
- Excellent customer service skills;
- Able to communicate clearly and effectively both verbally and in writing;
- Knowledge of office systems and procedures including proper telephone usage.

Also Required:

Applicants must demonstrate the ability to manage a variety of record systems in an efficient manner and have the ability to balance competing priorities in a fast paced environment with a strong attention to detail; very good interpersonal skills; ability to read, comprehend, apply and follow complex instructions; ability to schedule and prioritize workflow; ability to articulate ideas and information effectively; ability to devise and maintain record keeping and filing systems; ability to examine documents for accuracy and completeness; ability to operate office equipment including personal computers, and other electronic equipment; ability to operate Microsoft Word, Excel and Outlook email.

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

Application Instructions:

If this opportunity interests you and you meet the qualifications noted above, please download a State of Connecticut Application for Examination or Employment (CT-HR-12) from the State of Connecticut's Department of Administrative Services' Website: www.das.state.ct.us/exam/default.asp#APPLICATION and **MAIL your cover letter and completed application to:**

**Delores Atwater, Human Resources Associate
Department of Social Services
25 Sigourney Street – 12th Floor
Hartford, CT 06106**

APPLICATIONS MUST BE RECEIVED BY Wednesday, June 5, 2013, CLOSE OF BUSINESS

Late or incomplete applications will not be considered.

An Equal Opportunity / Affirmative Action Employer

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