

DEPARTMENT OF PUBLIC HEALTH
POSTING OF VACANCY

Office Assistant
C.O. - Office of Communications

POSTING DATE: January 30, 2014

CLOSING DATE: February 6, 2014*

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

OPEN TO: Candidates on a current certification list

POSITION CONTROL NUMBER: 106544TM **NOTE:** THIS NUMBER MUST BE INCLUDED ON YOUR APPLICATION

LOCATION: 410 Capitol Avenue, Hartford, CT

SHIFT/HOURS: 1st Shift/40 hours/week

SALARY GROUP/RANGE: CL 13/\$38,552* - \$50,582 (*NEW State Employees)

NOTE: Candidates 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. **Applicants will not have the opportunity to take the exam prior to the above closing date to qualify for this particular vacancy.**

PREFERRED SKILLS:

- Experience providing daily main information phone line coverage, and listening and responding to customer inquiries;
- Experience answering, logging, and tracking a high volume of phone calls;
- Experience responding to callers who may be unhappy with services or information provided;
- Experience handling calls of an emergency nature;
- Experience researching information from various sources in order to provide referrals to customers when the requested information is not straightforward;
- Experience working with spreadsheets, data bases, and word processing software, including Word, PowerPoint, Excel, and Access;
- Experience completing standard form letters, creating and maintaining file systems, and tracking high volumes of correspondence.

MINIMUM QUALIFICATIONS REQUIRED

Knowledge, Skill and Ability:

Knowledge of office systems and procedures including proper telephone usage and filing; oral and written communication skills; skill 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.

EXPERIENCE AND TRAINING

General Experience:

Two (2) years' general clerical work experience.

Substitution Allowed:

College training may be substituted for the General Experience on the basis of fifteen (15) semester hours equaling six (6) months of experience.

PLEASE NOTE: This position will be filled in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules.

Application Instructions: ANYONE WISHING TO APPLY FOR THIS POSITION MUST COMPLETE AND FORWARD THE APPROPRIATE "State of Connecticut Application Form for Examination and Employment" (Form CT-HR-12) (ORIGINAL AND ONE COPY OF ENTIRE APPLICATION PACKAGE), NO LATER THAN THE CLOSING DATE AT THE TOP OF THIS FORM, TO:

Department of Public Health
410 Capitol Avenue, MS #13PER
PO Box 340308
Hartford, CT 06134-0308
FAX: 860-509-7184(if faxing, only one application is necessary)
EMAIL:dph.recruitment@ct.gov

* The closing date is for this posting. This may differ from the examination closing date for a competitive examination. Questions regarding this process should be directed to the Human Resources Office (Recruitment Hotline, 509-7223).

THE DEPARTMENT OF PUBLIC HEALTH AIMS TO PROVIDE EQUAL OPPORTUNITY IN ALL ASPECTS OF EMPLOYMENT AND ADVANCEMENT, FOSTERING AN ENVIRONMENT COMMITTED TO SUPPORTING INDIVIDUALS IN ALL PROTECTED CLASSES. IF YOU REQUIRE AID/ACCOMMODATION TO PARTICIPATE FULLY AND FAIRLY, PLEASE CONTACT THE AFFIRMATIVE ACTION OFFICE AT 860/509-7220.