

DEPARTMENT OF EMERGENCY SERVICES AND PUBLIC PROTECTION  
JOB OPPORTUNITY  
PROCESSING TECHNICIAN

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

**Open To:** Lateral transfers and candidates on exam certification list  
**Location:** Middletown  
**Job Posting No's:** 105352, 105353, 105354  
**Salary:** \*\$44,038 - \$57,588 (New hires start at the minimum salary)  
**Closing Date:** Monday, September 23, 2013

In a state agency this class is accountable for performing the most complex tasks in carrying out and maintaining a complex clerical processing service having a statewide impact. Services which have a statewide impact are defined as services which directly reach and assist members of the general public.

This class is intended for use where incumbents' primary responsibility is the carrying out of a complete processing service. This responsibility must be solely assigned to the Processing Technician, although lower level clerical employees may assist in performing processing duties. Incumbents receive direction and supervision from an administrative or managerial official. This class is distinguished from the Office Assistant class in that incumbents must have primary responsibility for the total processing service provided, producing an outcome by making choices among alternative and sequential procedures. There is additional emphasis on independent external contacts with various public and private sector representatives as a regular part of the job.

**Eligibility Requirement:** Candidates must have applied for and passed the Processing Technician exam and be on the current certification list promulgated by the Department of Administrative Services. State employees currently holding the Processing Technician or those who have previously attained permanent status in this class may apply for a lateral transfer. Applicants will not have the opportunity to take the exam prior to the above closing date to qualify for this particular vacancy.

**Examples of Duties:**

Performs the most complex duties related to an agency's clerical processing functions; examines incoming materials for accuracy, completeness and conformance to state statutes and regulations; makes corrections and/or additions; devises follow up procedures to efficiently and effectively carry out activities; initiates and maintains communications with a wide variety of resources to verify information and complete transactions including other state employees, offices and outside officials such as attorneys, judicial and social welfare officials or representatives; interprets and applies state statutes and regulations relating to the particular processing service; makes decisions as to case status, transaction permissibility or admissibility; responds to internal and external inquiries for information and assistance; sets up and maintains office procedures, filing and indexing systems and forms for office use and to meet recurring needs; maintains calendars of due dates and initiates recurring work or special clerical projects accordingly; maintains records and logs; prepares status or statistical reports related to processing function; assists in maintaining general files in support of processing function; initiates correspondence in carrying out duties; types correspondence, forms, file documentation, etc. in support of processing function; may process fees and maintain financial records; may lead lower level clerical employees assisting in carrying out processing responsibilities; performs related duties as required.

**Knowledge, Skills and Abilities:**

Knowledge of office systems and procedures; interpersonal skills; oral and written communication skills; ability to compose effective correspondence and forms; ability to read, comprehend and apply laws, regulations, and procedural guidelines; ability to organize and coordinate workflow; ability to articulate ideas and information effectively; ability to perform research assignments; 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, computer terminals and other electronic equipment; ability to operate office suite software.

**Note:** The filling of this position will be in accordance with reemployment, SEBAC, transfer, promotion rules.

**Application Instructions:** Interested and qualified candidates who meet the above requirements should submit a resume, cover letter, CT-HR/12 (State Application) & CT-HR/13 (Addendum), and two (2) letters of professional references from current and/or previous supervisors. State employees must submit two most recent performance appraisals in lieu of references by **\*Monday, September 23, 2013, close of business to:**

**The Department of Emergency Services & Public Protection  
1111 Country Club Road, Middletown, CT 06457-9294  
Attn: Lucy Manente, Human Resources Specialist  
Fax: (860) 685 – 8356**

**\*Incomplete or late application packages will not be considered**

If faxing your packet; original to be mailed. Please note that due to the large volume of applications received, we are unable confirm receipt of applications.

Candidates who have been selected for employment with the Department of Emergency Services & Public Protection are subject to a detailed background investigation, including a criminal check, federal and reference checks. Selection for employment is contingent upon satisfactory completion of the background investigation.

**The State of Connecticut is an Affirmative Action/ Equal Employment Opportunity Employer**