

OFFICE OF THE HEALTHCARE ADVOCATE

OFFICE ASSISTANT

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

**Open To:** Candidates on a current examination list.

**Location:** 450 Capitol Avenue, Hartford, CT

**Job Posting No:** 9397

**Hours:** Full-time- 40 hours per week

**Salary:** (CL13) \$39,709 - \$52,100 (new hires into State service start at the minimum of the salary range).

**Closing Date:** \*September 15, 2014- Application package must be received by 5:00 p.m. by this date.

**Eligibility Requirement:** 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 for this classification. State employees currently holding the above title or those who have previously attained permanent status as an Office Assistant 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.**

The Office of the Healthcare Advocate is seeking an Office Assistant to greet and direct 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; Assist 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; Run routine reports.

**Knowledge, Skills and Abilities:** 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.

**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.

**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](http://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](mailto:CID.HR@CT.GOV) / Overnight mail address: 153 Market Street, 7<sup>th</sup> 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.