

**Office Assistant**  
**Policy, Planning, and Research Division**

**Reports to:** Administrative Specialist  
**Division:** Policy, Planning and Research  
**Classification:** Office Assistant 2  
**Salary:** \$24,192 – \$31,176  
**Open to:**

**Agency Profile**

The Washington Student Achievement Council links the work of the secondary schools, higher education, and state education agencies to achieve the mission of improving educational outcomes for students at all levels. Supported by a cabinet-level state agency, the Council proposes improvements and innovations needed to adapt the state's educational institutions to evolving needs, and advocates for increased financial support and civic commitment for public education in recognition of the economic, social, and civic benefits it provides. The agency also conducts research and analysis, protects education consumers, manages the Guaranteed Education Tuition (GET) college savings program, and administers state and federal financial aid programs.

**About the Division**

The Policy Planning and Research Division analyzes issues, develops solutions, and creates strategies that guide the Washington Student Achievement Council's efforts to represent the public interest and advance higher education attainment in the state.

In support of the mission and goals of the Washington Student Achievement Council, the Policy, Planning, and Research Division endeavors to:

- Improve student educational outcomes, transitions, and success at all levels through collaboration and effective communication with key stakeholders.
- Conduct innovative research and analysis of higher education issues, including but not limited to needs assessment, student transitions, and budget priorities.
- Play a key role in formulating, implementing, and assessing progress toward short-term strategic action plans and the 10-Year Roadmap for Higher Education.
- Ensure educational consumer protection through authorization of private and out-of-state degree-granting institutions, approval of academic and occupational training programs for veterans, and program review.
- Develop strategies, policy and resource recommendations, and initiatives to advance higher education attainment in the state.
- Inform the public and policymakers on the economic, social, and civic benefits of education.

## About the Position

The position provides routine administrative and clerical support for staff in the Policy, Planning, and Research Division, under the direction of the Administrative Specialist.

## Essential Functions:

- Provide routine administrative and clerical support for division staff.
- Assist with the collection and archiving of data and documents.
- Assist with meeting proceedings and arrangements as needed.
- Prepare outgoing correspondence, screen and distribute incoming correspondence, and respond to inquiries and requests for information.

## Work Activities:

- **Provide routine administrative and clerical support for division staff – 60%**
  - Schedule appointments and meetings for staff and workgroups.
  - Compose office correspondence, such as responding to requests for information, and send mail and email on behalf of division staff.
  - Receive, sort, and distribute incoming mail, messages, records and other materials; collect and prepare outgoing mail.
  - Order, receive, and maintain office supplies following established procedures.
  - Input data via secure portal into the academic program database.
  - Copy documents for meeting packets and other distribution.
  - Scan and archive documents using Laserfiche Enterprise Content Management Software.
  - Assist with collection and cataloging of state archive materials.
  - Update distribution lists.
  - Take, prepare and finalize meeting minutes.
  - Devise, evaluate and revise forms for internal use.
  - Perform modestly complex word processing tasks (such as merging and sorting, integrating text with graphics, spreadsheet, and data base files, uploading/downloading, and creating footnotes and outlines) and other more basic word processing tasks.
  - Perform electronic mail tasks using MS Outlook and its Calendar function
  - Sort, file, and tabulate various documents and records. Establish and prepare new files or categories within established filing systems. Enter and retrieve data using electronic files. Maintain status and file reports.
  - Proofread and format presentations and documents prepared in Microsoft Word, PowerPoint and Excel. Edit materials for accuracy, appearance, readability, and style.
- **Assist with the collection and use of data and documents for the State Approving Agency and Degree Authorization Units – 30%**
  - Enter information into web-based information tracking system.
  - Assist with data collection from web-based information tracking system and other sources for reporting purposes.
  - Assist in the preparation and submission of required reports.
  - Process transcript requests.
  - File paper documents and records.

- Draft routine forms and letters. Proofread materials, making corrections for sentence structure, spelling, grammar, and punctuation. Format, spell check and finalize correspondence for signature.
- **Arrange in-state travel and fill out travel expense vouchers for division staff – 5%**
  - Ensure travel authorization is accurate and completed on time.
  - Arrange for travel, including conference registration and hotel reservations.
  - With traveler's input, complete travel expense vouchers to provide timely reimbursement.
- **Other Duties as Assigned – 5%**

**Requirements:**

- Associate's degree or higher.
- Two years of administrative or clerical experience.
- Demonstrated proficiency with Microsoft Office applications - Word, Excel, PowerPoint, and Outlook (including Outlook Calendar).
- Excellent written and verbal communication skills.
- Ability to organize and prioritize diverse project and meet deadlines.
- Demonstrated attention to detail.
- Ability to work independently.
- Communicate effectively and in a professional manner with division staff.
- Ability to maintain confidentiality in work tasks.

**Desired Skills:**

- Proficient in scanning documents using Laserfiche Enterprise Content Management Software or similar document scanning software.
- Experience working in state government.
- Knowledge of state government agency procedures.

**Application Procedures:**

To apply for this position find the Office Assistant position and complete your profile at [www.careers.wa.gov](http://www.careers.wa.gov). Attach the following to your profile before completing the online application:

1. A cover letter describing how you meet the required and desirable education and experience of this position.
2. A current resume
3. The name, title and phone number of three professional references including at least one supervisor and one peer.
4. Responses to the supplemental questions

**APPLICATION CLOSING DATE:** July 3, 2014 at 5:00 pm.

**Please note:** The quality and completeness of the required application materials will be considered in determining whether candidates will move to the next phase of the screening process.

*The Washington Student Achievement Council is an equal opportunity/ affirmative action employer and is strongly committed to enhancing the diversity of its workforce. We will provide assistance in the recruitment, application and selection process to applicants with disabilities who request such assistance. Please call (360)753-7802 as early as possible regarding any assistance you may require.*

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## OFFICE ASSISTANT 2 – SUPPLEMENTAL QUESTIONS

1. Knowledge of Microsoft Office Suite Applications – Put an “X” in the box that best describes your experience level:

1= Beginner (little or no experience, but interested and willing to learn)

2= Developing (working knowledge)

3= Skilled (working knowledge, uses software frequently)

4= Expert (exceptional knowledge, recognized as expert user, could teach others)

<b>PROGRAM</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
MS Word				
MS Outlook				
MS Outlook Calendar				
MS Excel				
MS PowerPoint				

2. Provide three examples that describe your ability to organize and prioritize diverse projects and meet deadlines.
  
3. Describe an experience using software that you were unfamiliar with.
  
4. Describe your experience, if any, using scanning equipment and software.