

CLASSIFIED RECRUITMENT ANNOUNCEMENT
Receptionist
Office of the Executive Director

Reports to: Executive Assistant
Division: **Office of the Executive Director**
Classification: Classified
Salary: Range 33 (\$27,192 – \$35,928)
Open to: October 18, 2013

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 Office of Executive Director

The Office of the Executive Director works directly with the Council to provide vision, leadership, and policy direction to raise educational attainment in Washington. The Council proposes state education goals to the Governor and Legislature, recommends the resources to achieve those goals, and monitors progress toward meeting them. The Office of the Executive Director guides the strategic planning process involving wide-ranging external stakeholders and Council partners to develop state goals, recommend improvements and innovations to adapt to evolving needs, and advocate for higher education to educate the public on the economic, social and civic benefits of postsecondary education, and the consequent need for increased financial support and civic commitment in the state.

The Office of the Executive Director also oversees the operations of state-funded financial aid programs, various federally and state-funded grant programs, the Guaranteed Education Tuition Program and internal agency operations.

About the Position

As an integral part of the Office of the Executive Director, the front desk is a vital link in the flow of information to and from the Council, the Executive Director, and staff.

This position provides receptionist/telephone operator duties and a variety of clerical support functions, including developing and maintaining databases and lists vital to the efficient operations of the agency and providing logistical support for the members of the Council.

The Receptionist has frequent and substantive interactions both within and outside the Agency. A can-do, positive attitude is critical.

Required Education and Experience

- Two years of college or equivalent OR two years of increasingly responsible support experience in office, secretarial, or general administrative work.

Core Competencies

The successful candidate should demonstrate the following:

- Excellent written and verbal communication skills
- Ability to manage multiple telephone lines
- Respect for deadlines
- Attention to detail
- Respect for others and a collegial manner
- Commitment to team-building and collaboration
- Ability to flourish in a challenging, fast-paced, and high-demand work environment
- Track record of versatility, adaptability, and resilience
- Excellent communication, organizational, and customer service skills

Duties and Responsibilities

Front Desk Support

- Support the operations of the front desk, adhering to front desk protocols and customer service standards.
- Sort and prioritize mail, and process incoming checks and invoices.
- Schedule and arrange meetings and travel.
- Interact with staff and the general public in a positive, professional, and productive manner.
- Assist staff with ad hoc requests and resolve problems.
- Proof and format outgoing correspondence and reports.

Provide Support to the Executive and Administrative Assistants

- Provide confidential administrative support for the executive and administrative assistants.
- Assist in the preparation for meetings and appointments and maintain schedules for a wide range of groups and activities. Support activities as directed, ensuring timely completion.
- Screen incoming calls; identify items requiring immediate attention and forward calls appropriately.
- Provide support for meeting arrangements and travel, including transportation logistics, lodging, and reimbursement. Prepare materials required for conferences and meetings.
- Organize needs for office equipment and supplies for the Executive Office.
- Maintain and organize files.
- Perform other duties as assigned.

Application Procedures

To be considered for this position, you must meet the required education and experience listed above and submit a complete application package, which must include the following:

1. Letter of Application. A letter of application that addresses how you meet the qualifications described in this announcement.
2. Resume. A detailed resume including all educational and professional experience.
3. References. A list of names, titles, and current telephone numbers of three (3) employment references.



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Submit your completed application materials to:

Karen Moton-Tate
Associate Director of Human Resources
Karenm@wsac.wa.gov
(360) 753-7802

APPLICATION CLOSING DATE: Applications will be accepted through October 18, 2013 at 5:00 p.m.

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.