

EXEMPT RECRUITMENT ANNOUNCEMENT
GET – Records Coordinator
Guaranteed Education Tuition Program

Reports to: GET Records and Projects Manager
Division: Guaranteed Education Tuition Program
Classification: Exempt
Vacancies: 2
Open to: 4:00 p.m., October 4, 2013
Salary: \$32,460-\$42,671 DOQ

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 Program

The GET Program allows families to purchase tuition units now for use at a later date. These funds are invested and the purchaser is guaranteed a return, which will cover tuition at some future date. The Committee on Advanced Tuition Payment, commonly referred to as the GET Committee, governs the program. The Committee is composed of the Executive Director of the Washington Student Achievement Council, the State Treasurer, the Director of the Office of Financial Management, and two citizen members.

Mission: GET serves Washington families by offering a way to save for college tuition.

Vision: We are committed to: encouraging statewide awareness and participation in GET, which is nationally recognized as a great college savings program. Excellence in customer service that supports families and student success. A positive work environment where employees are valued as individuals and supported in their work.

Values: Stewardship, Improvement, Respect, Teamwork, Well-being

The Records Unit processes online and paper enrollment forms; maintains integrity of GET customer database by updating GET account records; opens, scans, and distributes all incoming mail (correspondence and documentation); and processes deposits of all checks received in the office.

About the Position

This is a full-time, exempt permanent position. The Records Coordinators report directly to the Records & Project Manager. Essential functions of the position include supporting the Records Unit in all administrative tasks (filing, indexing, scanning, etc.), setting up new accounts, maintaining existing

accounts, coordinating outgoing and incoming mail, and displaying exceptional internal and external customer service at all times. This position is exempt from Department of Personnel rules and regulations, and covered by the Fair Labor Standards Act. The position schedule is Monday to Friday from 8:00 a.m. to 5:00 p.m. During peak periods, this position may require working hours outside the normal work schedule.

Major Responsibilities

Administrative management of operations paperwork

- Scan and index to appropriate accounts all incoming correspondence, paper applications, and payment lockboxes for fast and efficient records retrieval.
- File incoming correspondence, lockboxes, and GET enrollment forms.
- Prepare GET documents for archiving and arrange delivery to the Records Center.

Maintaining customer account information

- Review and research returned mail items, resending to the recipient when possible.
- Make corrections, updates, process requests from customers to edit account information.
- Review and research file documentation to resolve customer-related complaints and issues.

Processing new enrollments

- Process enrollments in a timely manner.
- Accurately enter enrollment-specific information into the database from paper enrollment forms.
- Accurately process Web applications.

Process improvement projects

- Thorough testing of new software upgrades and IT processes.
- Detailed documentation of testing.
- Actively participate in creative and innovative process improvements.
- Demonstrate openness to trying new processes.

Required Skills, Knowledge, and Abilities

- Two years of data entry experience and knowledge of database concepts, or completion of a two-year vocational training course in electronic data processing or related field. College-level course work in computer technology/science may be substituted, year for year, for two years of the required experience.
- Excellent oral and written communications skills.
- Excellent attention to detail.
- Working knowledge of computer concepts, including Microsoft Outlook, Word, and Excel.
- Work effectively as a team member.
- Able to work independently; apply and interpret laws, policies, and procedures; use good judgment in evaluating and making decisions.
- Effectively prioritize tasks, estimate timeframes, meet deadlines, plan and use available resources, coordinate work assignments with others, and inform manager when additional resources are needed.
- Demonstrated ability to accurately and quickly enter data into a computerized database.
- Possess good proofreading, error detection, and correction skills.
- Ability and willingness to speak and communicate effectively with customers, supervisors, and co-workers; to maintain a courteous attitude toward public and program staff; and to interact harmoniously and productively with GET co-workers and the entire WSAC agency.
- Perform duties efficiently in a high volume, fast-paced environment.

Preferred Experience

- Experience with SCT Banner.
- Experience with LaserFiche.

Application Procedures

To be considered for this position, you must possess the required qualifications 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 required and preferred education and experience described in this announcement. Applications with generic cover letters will be considered nonresponsive and may eliminate the application from further consideration.
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.
4. One writing sample.
5. Authorization to Release Information form.*
6. Affirmative Action Form (optional).*

*These forms can be found on our website at: <http://wsac.wa.gov/employment>

This position closes at **4pm on October 4, 2013.**

Electronic application packages are encouraged and should be sent in **MS Word format or as a .pdf only**, with "Records Coordinator" in the subject line.

Email: Karenm@wsac.wa.gov

Phone: 360-753-7802

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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.