



STATE OF OREGON  
invites applications for the position of:

# Administrative Specialist 2 (Administrative Assistant)

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**JOB CODE:** OLCC0014-0019

**OPENING DATE/TIME:** 03/24/14 12:00 AM

**CLOSING DATE/TIME:** 04/04/14 11:59 PM

**SALARY:** \$2,703.00 - \$3,895.00 Monthly

**JOB TYPE:** Permanent

**LOCATION:** Milwaukie, Oregon

**AGENCY:** Liquor Control Commission

**DESCRIPTION:**

The mission of the Oregon Liquor Control Commission (OLCC) is to promote the public interest through the responsible sale and service of alcoholic beverages. We balance our policies and practices so the needs of the various parts of the alcoholic beverage system are met in a socially responsible manner. We are committed to hiring, developing and retaining highly qualified, motivated employees from diverse backgrounds who are dedicated to providing excellent service to the citizens of Oregon.

This recruitment is intended to fill a Administrative Specialist 2 (Administrative Assistant) position at our main office in Milwaukie. This is a represented, full time position. The Administrative Assistant provides the Public Safety Director with information and recommendations in developing and revising operating procedures and policies to best meet agency and stakeholder needs. This position is the communication liaison for the director, both internally and externally, for the purposes of understanding needs, collecting information, and interpreting and explaining laws and procedures. This position is also the technical and security compliance liaison and provides some administrative support to the Regional Managers and the rest of the division.

**DUTIES & RESPONSIBILITIES:**

**Consultant and Administrative Support to Public Safety Director**

- Conducts studies related to division operations. Collects and researches data. Evaluates information and interprets technical and often conflicting laws and rules. Analyzes risks and benefits including impacts to budget, FTE, operating procedures, relationships with stakeholder groups, etc. Makes recommendations and proposes alternatives.
- Advises and consults with the director, executive staff and management on internal policies and practices and recommends ways to apply them to operations.
- Identifies emerging trends in false ID manufacturing, alcohol products marketed to minors, and other "viral" alcohol consumption trends by minors. Researches and monitors industry websites and social media, evaluates ID confiscation reports from liquor stores and anecdote from field staff.

- Maintains proposed legislation related to the operation of the division. Researches and compiles miscellaneous information related to proposed legislation and assists director in preparing testimony before House and Senate hearings.
- Monitors program activities for compliance with statutorily required key performance measures by collecting and analyzing statistics from compliance technicians and assisting with inspector field notebook audits. Compiles and reports data to the director with recommendations on adjusting internal goals or reallocating resources.

### **Communication Liaison**

- Formulates and develops concrete, written and verbal messages for a variety of internal and external audiences including: other state/local agencies, control states, local law enforcement personnel, attorneys, legislators, prevention groups, neighborhood associations and local and national industry representatives. Researches information and responds to inquiries for the purpose of promoting open communication, mutual understanding, and participation in OLCC processes.
- Represents the director in meetings with outside agencies and the public to communicate the division's goals and services, interpret and explain liquor laws and agency policies, gather information for decision making, and understand stakeholders concerns.
- Participates in internal information sharing and strategy planning meetings to assess program challenges and develop and recommend operational procedural changes. Supports the director in their role on several committees, providing information and recommending changes. Disseminates relevant information to staff impacted by proposed changes.
- Assists director in assigning complaint intake information, investigations and other division requests, which may include coordinating efforts statewide with regional managers.

### **Technical Support and Security Compliance Liaison**

- Acts as the program manager for the OLCC in the use and compliance of the Law Enforcement Data System (LEDS). Draft and sets policy and procedures for the division relating to LEDS. Accesses LEDS for public safety and liquor agent employees, new hires, individual criminal history and driving records to assist investigations. Trains new users and ensures agency operators are currently certified and maintain certification.
- Serves as the agency's court coordinator and ensures compliance with all subpoenas issued to the Public Safety Division. Tracks criminal and civil court cases that may involve regional managers or liquor regulatory staff.

### **Divisional Administrative Support**

- Requisitions capital expenditure items and supplies for the division, including field and satellite offices. Researches supplies needed and best prices per service/supply and contract. Proposes and implements process improvements and solutions.
- Coordinates with General Services to obtain communication systems and lease agreement contracts for field offices.
- Distributes, tracks, orders and researches safety equipment for inspectors.
- Maintains non-confidential personnel records on division employees.
- Proposes new training topics as related to program needs. Researches and arranges staff training and conferences by department personnel within the agency and with private organizations.

### **WORKING CONDITIONS**

Office environment. Extensive computer use. Occasional travel to represent the Public Safety Division, including overnight, to attend meetings, conferences and training. Often works on several projects simultaneously, which involves setting/re-setting priorities and working under pressure to meet strict deadlines. The person in this position works with a variety of different

people. Occasional contact with hostile, irate persons by phone or in person. Highly developed interpersonal skills are essential to develop and maintain efficient work relationships.

### **QUALIFICATIONS, REQUIRED & REQUESTED SKILLS:**

Your on-line application, including your answers to the Supplemental Questions, will be evaluated to determine if you meet the Minimum Qualifications described below.

### **MINIMUM QUALIFICATIONS**

Two years of experience as an administrative specialist or executive support specialist which included administrative support for a project, program, or operation? Administrative support includes those duties beyond clerical/secretarial such as: interpretation of laws, rules, and regulations; administrative data collection and analysis; and evaluation of projects, processes, and operations; **OR**

An equivalent combination of training and experience.

One year of postsecondary education may be substituted for up to one year of the experience. (transcripts required if using education to help qualify).

### **DESIRED ATTRIBUTES**

- Skill in interpreting laws, rules, policies and procedures
- Skill in conducting research, evaluating, and interpreting technical information
- Ability to provide excellent internal and external customer service
- Ability to handle sensitive information with strict confidentiality and maintain a high degree of professionalism
- Skill in making independent judgments and decisions
- Skill in delivering information to small groups
- Skill in acting as a liaison between departments, agencies and/or the public
- LEADS certified
- Embraces and fosters diversity and multi-culturalism in the workplace

### **ADDITIONAL INFORMATION:**

#### **To Apply:**

**Follow the "Apply" link above and complete the Oregon Employment Application on-line. All application materials must be received by the closing date/time posted on this announcement.**

#### **\* IMPORTANT NOTICE \***

**If you are an eligible veteran and wish to claim veterans' preference points AND you also meet the minimum qualifications for this position, the points will be added to your score. To receive veterans' preference points you MUST attach to your electronic application the following required documentation:**

**> A copy of your DD214/DD215 form; OR A letter from the US Dept. of Veteran's Affairs indicating you receive a non-service connected pension for the five (5) point preference.**

**> A copy of your DD214/DD215 form; AND a copy of your veterans' disability preference letter from the Dept. of Veterans' Affairs for the ten (10) point preference.**

**If you have a disability and need an alternative format to complete the application please call 503-872-5154 to advise us about the format needed. TTY users please use the Oregon Telecommunications Relay Service: 1-800-735-2900.**

If you have questions about the recruitment & selection process contact HR Analyst Annie Williams at 503-872-5154, or HR Specialist Nina Carmichael at 503-872-5153.

Only complete applications will be accepted. Be sure to answer all Supplemental Questions accurately and attach any required documents. Your experience will be verified during the selection process.

**THE OREGON LIQUOR CONTROL COMMISSION IS AN EQUAL OPPORTUNITY,  
AFFIRMATIVE ACTION EMPLOYER COMMITTED TO WORK FORCE DIVERSITY**

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**VISIT OUR AGENCY WEBSITE AT:**

<http://www.oregon.gov/OLCC>

**OUR OFFICE IS LOCATED AT:**

9079 SE McLoughlin Blvd  
Milwaukie, OR 97222  
503-872-5000

Job #OLCC0014-0019  
ADMINISTRATIVE SPECIALIST 2  
(ADMINISTRATIVE ASSISTANT)  
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## Administrative Specialist 2 (Administrative Assistant) Supplemental Questionnaire

### Work Experience

The work experience section of your application must include a clear description of your experience in order to determine if you meet the required skills (**minimum and special qualifications**) and at what level you meet the requested skills (**desired attributes**). Your answers to supplemental questions about your specific experience must also be supported in the work experience statements in your application form or, if requested, your resume. Supplemental materials such as cover letters and/or a resume will NOT be reviewed or used to determine candidates' qualifications unless the posting specifically states those materials are required from applicants.

### Supplemental Questions

Your answers to the Supplemental Questions may be reviewed to help determine if you meet the required skills and how you meet the requested skills for the position to which you have applied. This review may include an automated scoring process and/or a manual review of all or some of the responses.

**Note:** The specific questions and scoring process used is determined by each hiring authority. Only those individuals who meet the required skills and most closely match the requested skills will be invited to an interview.

### Transcripts

Transcripts are required to be attached to your application if you are using education or coursework to meet the minimum qualifications. Transcripts must be from an accredited institution and clearly show 1) your name; 2) the name and address of the institution; 3) the degree received and; 4) required courses completed with a passing grade. For application purposes, photocopies are acceptable; however official or original documents may be requested to validate education. This (transcript) requirement does not apply to all initial applications for positions with the Oregon Legislature or the Oregon Judicial Department; in those branches the requirement, if any, for transcripts is as indicated on the job announcement.

- \* 1. Which of the following best describes your **highest related level of education**?
- High School Diploma or Equivalent
  - Some College Coursework, No Degree Received
  - Associate's Degree
  - Associate's Degree and additional coursework
  - Bachelor's Degree
  - Bachelor's Degree and additional coursework
  - Master's Degree
  - Master's Degree and additional coursework
  - Doctorate Degree
  - Doctorate Degree and additional coursework
  - None of the Above
- \* 2. If you selected "Some College Coursework, No Degree Received" or "degree and additional coursework" in question 1, how many credit hours have you completed? Select the Quarter/Semester hours that best describe your **completed coursework**. If you did not, enter N/A.
- N/A
  - 4 Quarter hours/3 Semester hours
  - 8 Quarter hours/5 Semester hours
  - 12 Quarter hours/8 Semester hours
  - 16 Quarter hours/11 Semester hours
  - 20 Quarter hours/13 Semester hours
  - 24 Quarter hours/16 Semester hours

- 28 Quarter hours/19 Semester hours
  - 32 Quarter hours/21 Semester hours
  - 36 Quarter hours/24 Semester hours
  - 40 Quarter hours/27 Semester hours
  - 44 Quarter hours/29 Semester hours
  - 45-68 Quarter hours /30-45 Semester hours
  - 69-95 Quarter hours /46-63 Semester hours
  - 96-143 Quarter hours /64-95 Semester hours
  - 144-191 Quarter hours /96-127 Semester hours
  - 192-239 Quarter hours /128-159 Semester hours
  - 240 or more Quarter hours /160 or more Semester hours
- \* 3. If you selected "Some College Coursework, No Degree Received" or "degree with additional coursework" in question 1, please identify the **focus of your coursework**. If you did not, enter N/A.
- \* 4. Which of the following best describes the **focus of your degree**?
- Office Occupations
  - Office Technology
  - Other Related Degree
  - My degree is not related
  - I do not have a degree
- \* 5. If you selected "Other Related Degree" in question 4, please **identify the focus of your degree**. If you did not, enter N/A.
- \* 6. Which of the following best describes your level of **administrative support experience for a project, program, or operation** that included duties beyond of clerical/secretarial such as **interpretation of laws, rules, and regulations; administrative data collection and analysis; and evaluation of projects, processes, and operations**?
- less than 6 months
  - 6 to 11 months
  - 12 to 17 months
  - 18 to 23 months
  - 2 years
  - 3 years
  - 4 years
  - 5 years
  - 6 years
  - 7 years
  - 8 years
  - 9 years
  - 10 years or above
  - None of the above
- \* 7. In relation to question 6, select the **areas of leadwork responsibility and coordination of office procedures experience** below that you possess. Check all that apply.
- Explaining laws, rules, regulations, policies and procedures to internal and external customers
  - Delivering presentations to small groups
  - Requisitioning supplies and other expenditure items
  - Consulting with and making recommendations to management

- Researching, collecting and evaluating data
- \* 8. Please describe your experience interpreting laws, rules, regulations, policies and procedures. Include your employer and length of time.
- \* 9. Which of the following best describes your experience researching and collecting data in order to make recommendations and propose alternatives to decision makers?
- Less than 1 year
- 1-2 years
- 2 or more years
- None of the above
- \* 10. This position serves as the liaison between the Public Safety Division and multiple public agencies, local law enforcement personnel, various industry representatives, etc. Please describe your experience as a liaison in your current and/or previous employment. Be sure to include your employer and length of time.
- \* Required Question