



STATE OF OREGON
invites applications for the position of:
Administrative Specialist 1
(Administrative Assistant)

JOB CODE: OLCC14-0055

OPENING DATE/TIME: 11/12/14 12:00 AM

CLOSING DATE/TIME: 11/23/14 11:59 PM

SALARY: \$2,539.00 - \$3,610.00 Monthly

JOB TYPE: Permanent

LOCATION: Eugene, 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 will be used to fill one full-time, Administrative Specialist 1 position in our Eugene regional office. The purpose of the Administrative Specialist is to represent the agency in a positive and professional manner by providing office support during core hours each day and by providing technical support to the regulatory inspectors and regional manager as needed

DUTIES & RESPONSIBILITIES:

Administrative Support and Office Management Duties

- Receive incoming phone calls as a backup for Eugene investigators, inspectors and regional manager. Make appropriate responses to inquiries from the general public, local government agencies, special interest groups, other field offices and headquarters, either by telephone, correspondence, or in-person contact. Provide information, forms or interpretation as needed or direct to appropriate personnel.
- Use the personal computer for information retrieval, developing forms and graphs, and typing various correspondence, reports, agendas, special projects and other documents generated by inspectors, investigators and the regional manager.
- Maintain the file system for compliance and license case files, special events files and general office files.
- Attend and participate in regional meetings. Take notes, compose, edit, type, photocopy and distribute meeting minutes as assigned.
- Collect, review and distribute incoming mail. Transmit outgoing mail and other communications in the most cost effective and timely manner. Prepare and review accuracy of daily cash transmittal report, and assure control in transmitting funds from regional office to headquarters.
- Photocopy compliance, investigative and other miscellaneous copying assigned by the investigators,

inspectors or manager and transmit to the appropriate source.

- Maintain licensee/premises information source and assure accuracy of updates. Apply state archives records retention guidelines and evaluate file material for purging.
- Assess need for office supplies and reorder needed supplies on a regular basis to maintain adequate inventory.
- Evaluate need for, and schedule maintenance of, office equipment and machines. Obtain purchase orders for repairs as needed and replacement after receiving approval for new equipment.
- Schedule meeting rooms and other facilities as requested.
- Collect time sheets and transmit to regional manager for review.
- Circulate monthly work schedules to regional staff. After receiving completed schedule, transmit to other designated agency personnel.
- Assist regional manager with development, implementation and follow-through of special projects.

Investigative Support Duties

- Receive complaints of liquor law violations and write up "Intake" portion of compliance reports, including referrals from other law enforcement agencies
- Determine need/suitability or qualification of routine special event licenses. Distribute special event license application forms, liquor liability insurance forms and service permit applications and instruct applicants in the proper completion of forms, including correct fees and time lines. Review, approve and issue routine special event licenses and instruct applicants in the laws and rules. Determine and collect appropriate fees, process and account for fees.
- Assemble and distribute license application packets and answer follow-up questions regarding same from applicants.
- Determine need or suitability of issuing applications for change of legal name or trade name, deletion of partner and duplicate certificate. Instruct licensees in completion process and assist when necessary. Process and approve routine special event applications.
- Accept and review renewal applications. Notify renewal clerk of irregularities or errors. Issue operating authority to licensee when appropriate. Collect and account for fees. Assist investigators during renewal cycle by contacting licensees to follow up on irregularities noted by the renewal clerk.
- Obtain court dispositions of pending charges or documents as requested by investigators and inspectors.
- Confirm applicant's eligibility for server education re-take exam. Schedule exam, verify applicant's identity, make necessary copies of applicant's identification, collect fee, and administer written or oral exam, depending on applicant's need and abilities. Route complete exam, fee and cover sheet to Alcohol Education Division.
- Issue keg tags and Receipts for Sale per manual directions. Establish and maintain Eugene control files of keg tags issued to premises selling kegs for off-premises consumption.

Working Conditions

Office environment. Occasional contact with hostile, irate persons. Occasional travel and overnight stays. Workload and duties vary from day to day, depending on regional needs.

QUALIFICATIONS, REQUIRED & REQUESTED SKILLS: MINIMUM QUALIFICATIONS

Three years of clerical/secretarial experience which included: Two years at a full performance level performing typing, word processing, or other generation of documents and lead work responsibility or coordination of office procedures.

Courses or training in Office Occupations or Office Technology may be substituted for up to one year of the clerical/secretarial experience. You must attach a copy of your transcript to receive credit.

No substitution will be made for the two years at the full performance level.

The successful candidate for this position will be subject to a Criminal Records and DMV Check.

DESIRED ATTRIBUTES

- Skill in using policy and procedure manuals, handbooks, or reference material for answering questions
- Ability to explain specialized processes and rules to the general public
- Skill in making independent judgments and decisions
- Ability to provide excellent customer service
- Ability to handle sensitive information with strict confidentiality and maintain a high degree of professionalism
- Ability to multi-task and adjust priorities as needed
- Ability to effectively use standard business software such as Microsoft Word, PowerPoint, and Excel and to use the Internet for research and information gathering
- Embraces and fosters diversity and multi-culturalism in the workplace

Additional Requirements

Office coverage during core hours when the public is most likely to walk in, in absence of other staff; maintaining high productivity and performance; using discretion in sensitive matters; understanding the regulatory purpose and requirements and communicating same to the public as appropriate; making sound, independent decisions in delegated areas; analyzing work-flow problems and offering solutions; maintaining positive communications and relationships with OLCC staff, other agency offices and the public; communicating effectively and correctly through most appropriate medium; knowing or finding out and communicating status of pending investigations; working with minimal, in-person supervision.

This position has access to criminal history information, the Commission requires a criminal history check and fingerprinting prior to employment. Due to operation of a State of Oregon vehicle, this position must maintain a valid Oregon Driver's license at all times throughout employment. Due to the position having LEDS (Law Enforcement Data System) access, the employee must maintain appropriate CJIS clearance throughout employment.

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.

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

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 #OLCC14-0055
ADMINISTRATIVE SPECIALIST 1
(ADMINISTRATIVE ASSISTANT)
AW

Administrative Specialist 1 (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 are 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, select 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 **clerical or secretarial experience**?
- 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. Which of the following best describes your level of experience in **full performance level performing typing, word processing, or other generation of documents**?
- 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
- * 8. 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)
- Orient new employees
 - Assign and reassign tasks to accomplish prescribed work efficiently
 - Give direction to workers concerning work procedures
 - Transmit established standards of performance to workers
 - Review work of employees for conformance to standards
 - Provide informal assessment of workers' performance to a supervisor
 - Coordinating office procedures
 - None of the above
- * 9. Please select all of the business computer applications or tasks that you are proficient in:
- Experience using Microsoft Word
 - Experience using Microsoft Excel
 - Experience using Microsoft PowerPoint
 - Experience using the Internet for research
 - None of the above
- * 10. Which of the following customer service work experience do you have? Check all that apply.
- Identifying and analyzing customer needs
 - Using policy and procedure manuals, handbooks, or reference material for answering questions
 - Explaining specialized processes and rules to the general public
 - Making independent judgments and decisions
 - Prioritizing and assisting multiple customers in a very busy environment
 - None of the above
- * 11. Describe how you provide customer service in a positive and accurate manner with patience and courtesy? How do you handle a customer who is angry or hostile?
- * 12. Please select all of the following office support duties you have performed:
- Handling confidential information
 - Requisitioning office supplies and equipment
 - Maintaining files in accordance with retention guidelines
 - Composing, editing and proofreading documents and correspondence
 - Composing and distributing meeting minutes
 - Collecting and distributing incoming and outgoing office mail
- * 13. Which of the following best describes your level of experience acting as a liaison between your department and other departments, agencies, and/or the general public?

- Less than 1 year
- 1 - 2 years
- 2 or more years
- No experience

* 14. Which of the following best describes your experience working one-on-one with customers from diverse backgrounds to gather information, answer questions, and explain laws, rules, regulations or processes?

- Less than 1 year
- 1 - 2 years
- 2 or more years
- No experience

* 15. Which of the following best describes you level of experience determining and collecting payments or fees?

- Less than 1 year
- 1 - 2 years
- 2 or more years
- No experience

* 16. Please describe your experience interpreting laws, rules and regulations. Please include the length of time and employer.

* 17. Please describe your experience evaluating applications for licenses, permits, or services against specific rules, regulations or policies. Please also include whether you had authority to approve or deny the application and describe the outcome of your evaluation. You must include the length of time and employer.

* 18. Please describe your experience resolving complex customer service issues. Please also include any experience investigating circumstances and resolving discrepancies. You must include the length of time and employer.

* 19. Describe how you provide customer service with patience and courtesy when dealing with angry or hostile customers?

* Required Question