

State of Washington
Dept. of Fish and Wildlife
invites applications for the position of:

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Working for Washington State

ADMINISTRATIVE ASSISTANT 4 * 10409W

SALARY: \$3,063.00 - \$4,014.00 Monthly

OPENING DATE: 10/07/13

CLOSING DATE: 10/20/13 11:59 PM

DESCRIPTION:



Our Mission
To preserve, protect and perpetuate fish, wildlife and ecosystems while providing sustainable fish and wildlife recreational and commercial opportunities.

Vision
Conservation of Washington's fish and wildlife resources and ecosystems.

The Washington Department of Fish and Wildlife (WDFW) is dedicated to protecting native fish and wildlife, and providing sustainable fishing, hunting, and wildlife, viewing opportunities for millions of residents and visitors. Working throughout the state, WDFW's employees: field biologists, enforcement officers, land stewards, lab technicians, customer service representatives and others – manage hundreds of fish and wildlife species, maintain nearly a million acres of public wildlife lands, provide opportunities for recreational and commercial fishing, wildlife viewing and hunting, protect and restore habitat and enforce laws that protect fish and wildlife resources. Find out more about us and the important work we are a part of at www.wdfw.wa.gov.

Administration Assistant 4 (Permanent)

The Department of Fish and Wildlife is recruiting to fill one full time, permanent, Administration Assistant 4 position located in the Wildlife Program, Administration Division. The duty station is the Natural Resources Building, Olympia, WA.

Under the direction of the Customer Service and Administrative Support Manager, this position serves as the primary assistant to the Wildlife Programs' Assistant Director (AD). As the Administrative Support Supervisor, this position ensures deadlines are met on behalf of the Assistant Director; assists in the implementation and logistics of key agency initiatives; provides support for agency legislative process; exercises signatory authority, manages day to day operations specific to the AD's schedule.

This position supervises, mentors, and instructs two Administrative Assistant 3's - prioritizing, time management & skills improvement.

DUTIES:

Communicates confidential and time-sensitive information to provide the Assistant Director and staff with timely

and accurate information to meet program and agency needs.

- Anticipates needs of Assistant Director based on calendar and correspondence.
- Organizes and assigns work directly affecting deliverables to internal and external customers.
- Assists the AD in the implementation and logistics of key agency initiatives.
- Review, sort, categorize & respond to appropriate email.
- Coordinate and manage the calendar of the AD; including coordinating and arranging all travel, meetings and conferences. Additionally, develops agendas and itineraries, process necessary forms and documentation to complete the tasks per agency policy and rules.
- Coordinate lodging/travel for Regional Program Managers when attending same event as AD.
- Utilizes public speaking and other verbal communication skills to share visions and build credibility as a WDFW representative;
- Communicate with staff regarding upcoming appointments, assignments and availability of the AD's schedule;
- Represents and/or communicates on AD's behalf at meetings, conferences, etc.; speaks for supervisor on administrative policy matters;
- Responsible for committing manager's time, scheduling meetings and coordinating appropriate resources. Serves as liaison between division staff providing significant tasks and items requiring review and actions.
- Bill analysis and coordination (assign and monitor)

Initiates, assigns, reviews and prepares for signature executive correspondence, often utilizing information based on results of inquiries and investigation. Receives, generates, and interprets data and information for reports. Provides support for agency legislative initiatives.

- Responsible for proof reading, editing correspondence, drafts for review and provides correct formatting, content and finalizes drafts for signature by the AD;
- Thoroughly reviews and tracks all documentation requiring AD's signature;
- Public Disclosure and records support for AD.

Supervise staff.

- Mentor, manage, counsel and train staff in problem solving and performance, use of agency information, data and forms.
- Assess training needs, identifying strengths and goals and areas to be developed.
- Approve leave and time sheets.
- Ensure consistent support and backup when an AA3 is out.
- Oversees and directs the planning, coordination and implementation of administrative support functions for staff;
- Develops & suggests improved administrative methods & procedures; interprets and applies administrative policies to the work of the unit;
- Directs, assigns and/or coordinates special projects within Administrative Support Unit.

QUALIFICATIONS:

- Five years of professional experience assisting an executive administrator, head of a state agency, head of a major sub-division, chief administrator or head of a major organizational unit such as a school, college, or major academic/administrative department.

OR

- Bachelor's degree in business administration, public administration, law, or a related field and at least three years of professional experience assisting an executive administrator, head of a state agency, head of a major sub-division, chief administrator or head of a major organizational unit such as a school, college, or major academic/administrative department.

AND

- At least three years of supervisory experience. Personnel management and rules including supervisory principles and techniques (lead, coach, direct, and evaluate personnel).
- Expert computer skills including Microsoft Outlook, Word, PowerPoint and Excel programs.
- Working knowledge or willingness to learn Adobe Acrobat Pro, Microsoft SharePoint, Access and Project.

- A valid Washington or other State Driver's License.

Desired Qualifications

- Awareness of Lean Systems, project management and Washington State agency procedure to include knowledge of OFM regulations, governmental budget concepts, state purchasing and inventory requirements, travel regulations, the Legislative process, and the Administrative Procedures Act.

Competencies The best qualified applicant will demonstrate knowledge and abilities in the following areas:

- Demonstrated ability to interface with top-level management and key stakeholders to facilitate selection, prioritization, and approval of projects.
- Demonstrated ability to communicate complex issues in both oral and written formats in terms clearly understood by technical and non-technical audiences.
- Ability to adapt to change and willingly accept new assignments or projects.
- Ability to multi-task under stress and prioritize competing assignments in tight timeframes.
- Ability to absorb new information, understand, and interpret verbal and written direction, and question appropriately.
- Demonstrated commitment to customer service, with excellent communication skills (including proper grammar usage, spelling, punctuation, and verbal communication).
- Ability to meet deadlines and manage competing demands.
- Maintain a professional, friendly demeanor.
- Independently recognize and resolve issues or problems.
- Must be ethical, self-motivated, and able to work in a fast paced environment.
- Be results-oriented and maintain effective working relationships.
- High-level analytical and organizational skills.
- Ability to work independently and as part of a team.
- Meeting management and facilitation.
- Demonstrated ability to organize and lead projects in complex environments.

Experience is based on full time equivalency (i.e., 40 or more hours/week). Part time work is prorated (e.g., 20 hours/week for 6 years = 3 years of experience). Do not count experience that was a part of your educational requirements.

SUPPLEMENTAL INFORMATION:

Working Conditions

The working environment is a busy office setting. Varying degrees of activity occur in the common areas during working hours; most tasks will involve sitting at a desk and working on a computer. This position normally works 8:00 am-5:00 pm, Monday-Friday, but may be required to occasionally work in excess of 40 hours per week to meet deadlines during peak periods.

How to Apply:

To apply for this position you MUST complete your profile at www.careers.wa.gov and attach the following to your profile before completing the online application:

- Cover letter describing how you meet the qualifications of this position.
- Current resume
- Three professional references (personal references do not count as professional)

Please note: Failure to follow the above application instructions will lead to disqualification. E-mailed documents will not be accepted in lieu of attaching your documents to the online profile.

Upon submission of your online application, you will immediately receive a confirming e-mail. You will then be notified via e-mail of your status during the process. In addition to the e-mail notifications, you can check the status of your application at any time by visiting your online profile at www.careers.wa.gov. Due to the high volume of applications that we receive, we ask your understanding and encourage you to use the online process and avoid calling for information.

The Department of Fish and Wildlife is an equal opportunity employer. We strive to create a working environment that includes and respects cultural, racial, ethnic, sexual orientation and gender identity diversity. Women, racial and ethnic minorities, persons of disability, persons over 40 years of age, disabled and Vietnam era veterans and people of all sexual orientations and gender identities are encouraged to apply. Persons

needing accommodation in the application process or this announcement in an alternative format may call (360) 902-2276 or the Telecommunications Device for the Deaf (TDD) at (800) 833-6388.

ADMINISTRATIVE ASSISTANT 4 *10409W Supplemental Questionnaire

- * 1. What best describes the level of education you have successfully completed? Choose one.
 - High school diploma or GED
 - Associate degree
 - Bachelor's degree
 - Master's degree or higher
 - None of the above

- * 2. How many years professional experience do you have assisting an executive administrator, head of a state agency, head of a major sub-division, chief administrator or head of a major organizational unit such as a school, college, or major academic/administrative department? Choose one
 - Less than 3 years
 - 3 or more years
 - 3-5 years
 - 5 or more years
 - I do not have the above experience

- * 3. Please list the types of positions you have provided support for (example: Chief administrator, Executive Administrator, Executive Assistant, Head of state agency, Head of major sub-division, Head of major organizational unit, etc.)

- * 4. Please describe the most important aspect of being an Administrative Assistant.

- * 5. Describe your experience with policy interpretation and establishing new procedures to accomplish work/program goals.

- * 6. How long have you supervised employees? Include your experience leading, coaching, direct training, performance evaluations, and if necessary, corrective action/formal discipline.
 - less than 3 years
 - 3 or more years
 - 3-5 years
 - 5 or more years
 - I do not have the above experience

- * 7. Which statement below best describes your education, training, and or/experience in performance measurement.
 - Willing: Little or no experience, but interested and willing to learn.
 - Developing: Developing knowledge and skills through completion of an employer-sponsored training or higher education program OR through at least 6 months of experience applying this competency in the workplace.
 - Skilled: Has successfully and regularly applied this competency in the workplace. Recognized by others as demonstrating ample knowledge and skills. Generally this is achieved through 1-3 years of experience.
 - Expert: Application of this competency is polished to excellence and is extensive in

nature. Recognized by others as demonstrating exceptional knowledge and skills. Generally, this is achieved through 3 or more years of experience.

- * 8. Please describe your knowledge of supervisory skills in personnel management and where you obtained this experience.
- * 9. Select the answer below that best describes your experience providing internal or external customer service.
 - Willing: little or no experience, but interested and willing to learn.
 - Developing: working knowledge.
 - Skilled: working knowledge, uses software frequently.
 - Expert: exceptional knowledge, recognized as expert user.
- * 10. Please explain your definition of effective verbal and written communication.
- * 11. Select the answer below that best describes your technical knowledge and skill using Microsoft Excel to create spreadsheets, import data from other sources, and create tables and graphs from spreadsheet data.
 - Willing: Little or no experience, but interested and willing to learn.
 - BASIC: Create basic worksheets; create basic formulas; use basic functions; modify and format a worksheet; print workbooks.
 - INTERMEDIATE: Use advanced formulas; organize tables and worksheets; create and modify charts; analyze data using Pivot tables and Pivot Charts; insert and modify graphic objects in a worksheet.
 - ADVANCED: Create and edit macros; conditional formatting; apply data validation criteria; able to protect, share and merge files; trace cells and troubleshoot formula errors; uses data list outline; consolidate data and link workbooks; export and import text files and XML data; import data from the Web and create Web queries; analyze data using trend lines, Sparklines and scenarios.
- * 12. Select the answer below that best describes your technical knowledge and skill using Microsoft Word to create letters, reports and documents.
 - Willing: Little or no experience, but interested and willing to learn.
 - BASIC: Create, save, preview and print a basic document; edit selected text; change font appearance; highlight text; format paragraphs with tabs, borders, shading and styles; page setup, use auto correct.
 - INTERMEDIATE: Insert graphic objects and visual effects to a document; add tables to a document or convert tables to text; add watermarks, borders, headers and footers; use the word look up (thesaurus, dictionary); customize tables and charts; modify pictures in document; create customized graphic elements; use templates.
 - ADVANCED: Insert content using quick parts; control text flow; perform mail merge function; uses macros for tasks; insert cover pages and table of contents; track changes and comments; insert bookmarks, footnotes and endnotes; add hyperlinks; cross-references and citations; link documents to excel worksheets; send document to PowerPoint; merge documents; redaction function; hide text; add digital signature, restrict access and use passwords; create, protect and automate forms.
- * 13. Select the answer below that best describes your technical knowledge and skill using Microsoft Outlook to schedule appointments, meetings, sorting and categorizing email.
 - Willing: Little or no experience, but interested and willing to learn.
 - BASIC: Compose email messages; send and respond to messages; organize email into folders; create contact information; schedule appointments; schedule meetings, manage tasks and notes.
 - INTERMEDIATE: Set calendar options; sort, find and filter messages; create distribution lists; share and delegate folder access; customize toolbar, menu bar, quick access tool bar and the To-Do bar; customize message options; assign, reply and track tasks; create

public folders and send and post information.

ADVANCED: Create signatures; configure email security settings; group items and create search folders; apply conditional formatting; manage data files; create mail merge using contacts; archive messages.

* 14. Select which of the following programs you have had experience using.

Microsoft SharePoint

Adobe Acrobat Pro

Microsoft Access

Microsoft Project

WebEx

None of the above

* 15. Are you willing and able to occasionally work non-scheduled hours including evenings and weekends?

Yes No

* 16. Do you possess a valid Washington State, or other state, driver's license? (If selected for an interview, you may be asked to furnish your license and driving record.)

Yes No

* 17. Have you been convicted of a misdemeanor or felony within the last (10) years? (Answering yes will not automatically bar you from employment)

Yes No

* 18. Please verify that you have included the following information in your online application: 1) A chronological resume OR a completed online profile that includes education and employment history 2) A detailed cover letter describing how you meet the qualifications for this position. 3) Detailed responses to all supplemental questions. 4) Three professional references.

Yes No

* Required Question