

SENIOR STAFF SERVICES CLERK

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Exciting Career Opportunity!

BENEFITS OF WORKING FOR AOC

- ◆ The state of Washington offers a comprehensive benefits package, including health, dental, life and long-term disability insurance
- ◆ Vacation leave
- ◆ Sick leave
- ◆ Shared leave
- ◆ Family – Medical leave
- ◆ Military and Civil leave
- ◆ Eleven paid holidays per year
- ◆ A state retirement plan
- ◆ Deferred Compensation Program
- ◆ Membership in the Public Employees' Retirement System
- ◆ Opportunities to participate in a Medical Flexible Spending Arrangement and Dependent Care Assistance Programs

WHERE IS AOC LOCATED?

The Administrative Office of the Courts is located in Olympia, Washington, on Interstate 5 between Seattle, Washington and Portland, Oregon. Olympia and the surrounding Thurston County area offer numerous social, recreational, educational, and cultural opportunities. Natural features include Puget Sound, the Olympic National Park to the west, and Mt. Rainier to the east. Mount St. Helens and the Pacific Ocean beaches are within a two hour drive of the city.

SALARY: \$36,744 TO \$48,060 per year DOQ

LOCATION: Olympia, Washington

OPENS: June 15, 2017

CLOSES: July 5, 2017

POSITION PROFILE

Performs a wide variety of staff services for the AOC Eastside facility operations, including building maintenance, shipping and receiving, parking, janitorial services and building security. Provides facilities support to the SeaTac Conference Center as needed.

Reporting to the Staff Services Manager, this job works independently with general direction. Work performed and decision making is according to established guidelines and defined procedures, with some areas requiring interpretation and/or development of possible approaches. Interacts regularly with AOC staff and outside service providers.

The ability and willingness to function in a team atmosphere.

DUTIES AND RESPONSIBILITIES

Under the direction of the Staff Services Manager responsible for performing senior level work utilizing the work processes necessary to support the Administrative Office of the Courts and the court community.

Performs duties at a senior level and is expected to perform and work independently. Is required to use independent judgment to determine project parameters within specific areas of expertise.

Areas of responsibility within AOC Eastside facility operations includes building maintenance, shipping and receiving, parking, janitorial services and building security as directed.

Performs semi-skilled and sub-journey work in the maintenance, repair, remodeling, and alteration of buildings, facilities and equipment; operates hand tools, power tools, and other shop equipment as needed. Performs minor plumbing repairs and painting touch-ups.

Assists in the maintenance and programming for the Lenel Security System.

Responsible for overseeing the AOC off-site storage and surplus facility.

AOC PROFILE

The Administrative Office of the Courts (AOC) is a department of the Washington State Supreme Court. Established by state statute in 1957, the mission of the AOC is to advance the efficient and effective operation of the Washington State judicial system.

The AOC carries out its mission through formulation of policy and legislative initiatives, court technology development, educational programs, and program support for 428 Washington judges and their staff. The AOC draws its employees from a wide range of professions including legal, information technology, research, education, and judicial administration.

The agency is administered by an executive team that is committed to maintaining a dedicated and diverse workforce that provides the highest quality of customer service and continuously develops strategies for improving the performance and effectiveness of the court system in Washington.

AGENCY-WIDE VALUES & COMPETENCIES

Agency Values

- Integrity
- Honesty
- Accountability
- Teamwork
- Trust
- Respect
- Customer Service
- Communication

Behavioral Competencies

- Influencing
- Problem solving
- Planning/organizing
- Consulting
- Relationship building
- Tact/diplomacy

Administrative Office of the Courts / JOB #2017-014-M02

Maintaining surplus records within AOC's asset database.

Provides support to the Staff Services Manager by completing the analysis and research necessary to make process improvement recommendations.

Serves as the AOC Records Retention Specialist.

See the **Job Description** for information on additional **Duties and Responsibilities**, specifically:

- ⇒ Facility Maintenance
- ⇒ Cubicle Reconfiguration and Repairs
- ⇒ Security and Emergency Management
- ⇒ Telecommunications
- ⇒ Record Retention
- ⇒ Physical Inventory and Surplus
- ⇒ General Support
- ⇒ Back-up Duties

Knowledge, Skills and Ability

- Understands customer expectations and ensures work meets those expectations
- Earns the trust and respect of customers through consistent honesty and excellence
- Ability to adapt to change and be flexible in providing excellent customer service
- Skill to communicate effectively with customers, colleagues and staff
- Ability to work independently with little direct supervision
- Ability to excel in a fast paced work environment, multi-task and deal quickly with rapidly changing situations and priorities
- Experience and skills required to perform semi-skilled and sub-journey level work maintaining agency facilities and equipment
- Ability to identify needed tasks, prioritize, effectively manage time & meet deadlines
- Accepts personal responsibility for the quality and timeliness of work; to include double checking material, avoiding duplication of effort and attention to detail
- Ability to independently analyze complex problems or emergency situations and judge best solution or action to resolve/respond to situation
- Ability to recognize problems and bring recommended solutions to supervisor
- Ability to operate automated printing equipment, copiers and other equipment
- Knowledge of email, WORD, EXCEL, ADOBE, and other duplicating software
- Knowledge of designing and maintaining data bases to monitor workflow
- Knowledge of general office & warehouse safety requirements
- Knowledge of how to properly lift/move objects weighing 50 pounds or more
- Knowledge of basic math, alphabetizing and filing procedures
- Knowledge of recordkeeping for shipping and receiving; inventory compliance; tagging, equipment replacement and asset input

The AOC is committed to the practice of equal employment opportunity and non-discrimination for all persons without regard to race, creed, color, national origin, sex, marital status, sexual orientation, age, honorably discharged veteran or military status, or the presence of any sensory, mental, or physical disability or the use of a trained dog guide or service animal by a person with a disability. Persons of disability needing assistance in the application process, or those needing this announcement in an alternative format, please contact Colleen Clark, AOC Human Resource Office, at (360) 704-4143 or fax (360) 586-4409, or via email to Employment@courts.wa.gov.

SPECIAL NOTE:

All employees hired by the Administrative Office of the Courts are required to be fingerprinted for a criminal history background check with continued employment with the AOC contingent upon the results of this background check.

Application materials will be screened for the purposes of determining who will be selected for an interview.

- Knowledge of safe driving techniques/procedures
- Ability to assist in emergency operations (fire alarms, building evacuations, security)

QUALIFICATIONS AND CREDENTIALS

High School graduation or GED equivalent; **AND**

Five (5) years of work experience in customer services, building or construction trades, office machines operation/maintenance and/or shipping & receiving; **AND**

- ◇ Valid Washington State Driver's license.
- ◇ Access to a vehicle and willingness to use the vehicle when a state vehicle is unavailable.
- ◇ Able to perform heavy manual tasks such as moving furniture, lifting and moving equipment and boxes that weigh up to 50 pounds.
- ◇ Ability to proficiently use a computer to look up information and enter data.
- ◇ Experience working with Microsoft Word, Excel, E-mail and the Internet.
- ◇ Ability to use hand and power equipment.

A combination of education and experience demonstrating the skills and abilities to carry out the duties and responsibilities of Senior Staff Services Clerk may substitute for the qualifications listed.

THE PREFERRED CANDIDATE WILL HAVE

Knowledge of or experience in the following areas:

- ◇ Warehousing
- ◇ Facilities Maintenance
- ◇ Operation of hand and power tools
- ◇ Inventory
- ◇ Records Retention and Archiving

APPLICATION PROCEDURE

To be Considered for this Position, Please Submit:

- A **cover letter** specifying how you meet the qualifications of the position (no more than two pages);
- A chronological **resume** describing your prior job experience to include employers, dates of employment (by total months/years), description of duties, and education; and
- A completed AOC **Application for Employment** (found at www.courts.wa.gov/employ).

Failure to submit the required materials listed above may eliminate your application from consideration.

Submission by email is preferred: Employment@courts.wa.gov; or you can fax to (360) 586-4409; or send by mail to Administrative Office of the Courts, PO Box 41170, Olympia, WA 98504-1170