



WASHINGTON STATE  
 "Your employer of choice"

Office of Financial Management  
 Olympia, Washington

**NOW HIRING**

Position closes August 12, 2016

## OPERATIONS ASSISTANT

### EXEMPT RECRUITMENT

The Office of Financial Management is a non-represented agency. If you have previously applied with our agency and are interested in this position, please reapply.

*Special note: In accordance with WAC 357-19-195, employees who left classified service to accept exempt employment have the right to return to the highest class of position in which the employee previously held permanent status, or to a position of similar nature and salary, provided the employee was not terminated from an exempt position for gross misconduct or malfeasance.*

### SALARY AND BENEFITS

Salary range of consideration is \$32,802 - \$43,388, plus a competitive [benefits package](#) that includes paid vacation and sick leave; health, life and disability insurance; retirement; options, flexible work schedules; training opportunities; and leave for military service.

### PROCESS

The top candidates will be contacted directly to interview for this position. Because the selection will be based on information you provide, it is in your best interest to identify the knowledge, skills and abilities that address the mandatory and desirable qualifications described below.

**Interested applicants should submit the following:**

1. A letter of interest describing specific qualifications.
2. A current resume detailing applicable experience, education and current salary.
3. A list of at least three professional references with current telephone numbers.
4. Personal Data sheet:  
<http://ofm.wa.gov/jobs/SupplementalProfileData.doc>



**Please send completed application packets by mail, fax or email to:**

Office of Financial Management  
 Employee Services  
 PO Box 43113  
 Olympia, WA 98504-3113  
 Fax: 360-586-0051  
 Email: [ofmhr@ofm.wa.gov](mailto:ofmhr@ofm.wa.gov)

## POSITION DESCRIPTION AND DUTIES

The Office of Financial Management's (OFM) mission is to provide accurate and timely information, fiscal services, and policy support that the Governor, Legislature, and state agencies need to serve the people of Washington State.

This is an essential position in support of OFM's mission to provide leadership, direction and information to support and improve government on behalf of the people of Washington. It supports this mission by providing operational support to all OFM and Governor's office staff in the areas of phones, conference services, wireless devices, new employee orientation, supplies, mail services, building access, safety program, commute trip reduction, parking, and office moves.

### RESPONSIBILITIES

Confers with OFM and Governor's staff in person, over the phone, or in writing to identify needs, provide information, or direct staff to resources. Explains requirements and procedures related to facilities matters. Evaluates and resolves complaints by identifying issues, researching, applying solutions, and informing staff of the results.

Places work orders for card keys, access changes and hard keys with agency vendors while maintaining accurate records and levels of access. Places work orders for building maintenance. Supports procurement activities by distributing goods to agency locations.

Utilizes continuous improvement thinking and tools to ensure OFM provides what the customer needs in the most efficient and effective manner possible.

Maintains accurate records and standard work pertaining to communications devices and phone numbers. Quickly and effectively responds to staff communication needs. Places work orders with communication vendors to change, add, or delete services. Provides expert technical assistance to staff to troubleshoot issues and provide cost-efficient solutions.

Maintains accurate records and standard work pertaining to commute trip reduction STAR pass management and eligibility. Supports safety program by maintaining documentation for staff building rosters.

Gathers accurate field information necessary in preparing drawings for space or move projects. Prepares drawings to support project objectives. Provides logistical and physical support for office moves which may occur during weekends.

Provides hand delivery for time sensitive or confidential materials. Acts as primary point of contact for division staff in mail matters. Corresponds with Consolidated Mail Services to resolve issues or changes in service.

## QUALIFICATIONS AND CORE COMPETENCIES

### Required qualifications

The ideal candidate will have:

- Communication skills – Actively listens and conveys ideas, orally and in writing using plain talk
- Consulting skills – Partners with staff to identify and solve issues
- Research skills – Identifies, collects, and organizes data for analysis and decision making
- Change management skills – Ability to recommend, support and adapt to change
- Adaptability/flexibility – Adapts to changing business needs, priorities, conditions, and work responsibilities
- Customer focus – Builds and maintains customer satisfaction with efficient delivery of deliverables
- Ethics and integrity – Earns trust and respect through consistent honesty and professionalism in all interactions
- Results driven – Focuses on results, desired outcomes, and how best to achieve them
- Two years of customer service experience
- Two years of clerical, office or administrative experience
- Proficient in MS Outlook, Word, and Excel
- Must be able to lift 60 pounds
- Must have a current driver's license
- High school diploma

### Preferred/desired qualifications

- Experience with or an ability to identify, analyze and improve administrative/business processes
- Two years of facilities support experience

### Core competencies

- Demonstrated ability to solve problems using proven methods
- Commitment to continuous improvement processes

*The Office of Financial Management is an equal opportunity employer. We strive to create a working environment that includes and respects cultural, racial, and ethnic, sexual orientation and gender identity diversity. Women, racial and ethnic minorities, persons of disability, persons over 40 years of age, and disabled and Vietnam-era veterans are encouraged to apply. Persons needing accommodation in the application process, or who wish to receive this job announcement in an alternative format, may call 360-725-0158 or the Telecommunications Device for the Deaf: 711 Relay.*