

COMMONWEALTH OF PENNSYLVANIA TREASURY DEPARTMENT

UNION POSITION VACANCY

THIS NOTICE IS TO ANNOUNCE THAT A
VACANCY EXISTS AS DETAILED BELOW

- (1) Class Title: Administrative Assistant I
- (2) Class Code: T8210
- (3) Office: Unemployment Compensation Disbursements (UCD)
- (4) Pay Range: 5
- (5)*Last Day to apply for posted positions: **October 31, 2017**
- (6) Work Hours: **TBD**
- (7) Work Location: **Labor & Industry Building, Harrisburg, PA 17120**

Patrick C. Tighe/pbf
Director of Human Resources

October 24, 2017
Date

This notice is to announce a vacancy exists as detailed in the attachments.

TREASURY EMPLOYEES SHOULD USE THE ATTACHED BID FORM TO APPLY, WHICH CAN BE EMAILED TO PBLANCH-FRIEDRICH@PATREASURY.GOV. NO LATER THAN THE CLOSE OF BUSINESS ON THE LAST DAY OF ACCEPTANCE.

ANYONE (other than Treasury employees) INTERESTED IN THIS POSITION USE ATTACHED APPLICATION OR GOTO <http://www.patrealury.gov/careers/> TO FILL OUT AN APPLICATION. PLEASE SUBMIT TO PBLANCH-FRIEDRICH@PATREASURY.GOV NO LATER THAN THE CLOSE OF BUSINESS ON THE LAST DAY OF ACCEPTANCE.

ADMINISTRATIVE ASSISTANT 1

DEFINITION: This is a non-supervisory position in the Bureau of Unemployment Compensation Disbursement for the Department of Treasury.

An employee in this class is responsible for performing a variety of administrative staff assignments, which include:

Analyzing disbursement data.

Examines administrative or staff operations and procedures, developing and recommending work standards.

Assists administrative managers in establishing and maintaining cooperative working relationships with other governmental agencies.

Answering incoming telephone calls related to all programs assigned to the bureau: State Supplementary Payment (SSP), State Workman's Insurance Fund (SWIF) and Unemployment Compensation (UC) and redirect calls to other agencies when necessary.

Processing incoming correspondence within Treasury.

Processing and annotating in system all forwarded mailings.

Conducting independent research on correspondence and composing letters to SSP recipients, County Assistance Office representatives, Unemployment claimants, L&I representatives and State workman's Insurance claimants.

Maintaining databases.

Processing Direct Deposit forms and researching incomplete forms by contacting individuals and/or financial institutions.

Prepares daily reports.

Assist other sections and manger with special projects.

Performs related work as required.

REQUIRED KNOWLEDGES, SKILLS, AND ABILITIES:

The ability to express in a professional manner both verbal and written communications.

The skill to analyze disbursement data and respond to a large volume of telephone calls in a knowledgeable and concise manner.

Capability to learn, retain and quickly recall data in order to explain complex disbursement details.

Expertise to handle disgruntled or angry telephone calls.

Ability to learn and apply software applications and experience with office equipment.

Some knowledge of the sources of information, methods, and techniques used in administrative research.

Ability to carry out with limited supervision staff assignments requiring the organization of material and development of procedures.

Ability to conduct studies and analyzes contributing to the development of sound operational procedures.

Ability to establish and maintain effective working relationships with administrative officials, other employees, and the general public.

Ability to analyze and remedy omissions and errors.

Experience with Microsoft Office and office equipment such as a fax machine, copier and telephone.

MINIMUM EXPERIENCE AND TRAINING:

Such training as may have been gained through graduation from a four year college or university or any equivalent combination of experience and training.

Ability to prepare financial reports and statements.

Ability to apply and adapt established methods to financial transactions.

Preferred bilingual - Spanish/English.