



## COMMONWEALTH OF PENNSYLVANIA

### TREASURY DEPARTMENT

#### Job Posting – Administrative Assistant I

The Pennsylvania Treasury Department is looking for a dedicated individual who is interested in a rewarding career in government service, where you serve others and the greater public good every day. As an Administrative Assistant with the Bureau of Unemployment Compensation Disbursements, you will have the opportunity to assist Pennsylvania citizens with their unemployment compensation payment questions.

#### **TREASURY DEPARTMENT OVERVIEW**

The Pennsylvania Treasury Department is an independently elected office of state government led by the State Treasurer who serves as the department's chief executive and as one of the largest state treasuries in the United States, it employs over 300 people and serves as custodian of more than \$150 Billion. As Pennsylvania's bank, Treasury plays a critical role in state government operations and acts as the custodian, investor, and disbursing officer of the funds of nearly all state agencies. Treasury also offers a wide range of programs and services to Pennsylvania families, such as helping to make college possible with the PA 529 College and Career Savings Programs; returning abandoned and unclaimed property to its rightful owner or heir; offering individuals a tax-free way to save for disability-related expenses with the PA ABLE Savings Program and providing a head start to education savings with the Keystone Scholars Program.

#### **DESCRIPTION OF WORK**

- Analyzes disbursement data for three programs: Unemployment Compensation, State Workers' Insurance Fund and State Supplemental programs.
- Answers a large volume of customer service calls from both internal and external customers; places out bound telephone calls received by the call center and performs all tasks related to the inquiry.
- Responds to incoming and outgoing emails received in a resource account and performs all tasks related to the emails.
- Processes both incoming and outgoing correspondence within Treasury; conducts independent research on the correspondence and responds accordingly.
- Assists administrative superiors in establishing and maintaining cooperative working relationships internally and with other governmental agencies.
- Prepares daily reports.
- Assists other sections with special projects.
- Performs related work as required such as prepares and scans documents into an OnBase system.
- Distributes mail and other correspondence to various bureaus.

## **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

- The ability to express oneself in a professional manner both in 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**

Four-year degree; or

Any equivalent combination of experience and training in a call center environment.

## **WORK SCHEDULE AND ADDITIONAL INFORMATION**

Full-time employment: 37.5 hours

Work hours: 8:00AM-4:30PM

Starting Salary: \$41,917.00

Job Code: T8210

This position is headquartered in Harrisburg. You will have the opportunity to work from home (telework) up to 2 days a week. Management may discontinue the telework arrangement at any time, for any reason. In order to telework, you must have a securely configured high-speed internet connection. You will be required to report to the headquarters office in Harrisburg when needed. If you are unable to telework, you will report daily to the headquarters office in Harrisburg.

In addition to the base salary, Treasury offers an attractive benefits package. Benefits include multiple medical plan options; supplemental benefits including prescription, dental and vision insurance plans; retirement plan; optional deferred compensation plan; group life insurance; voluntary insurance programs; and paid leave benefits including vacation, sick and parental.

A perpetual institution, Treasury is proud to engender and facilitate an environment that fosters the personal development, intellectual enrichment, and professional advancement of its employees. Treasury is also committed to creating a diverse and inclusive environment and is an equal opportunity employer. All qualified applicants will receive due consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

### **CONTACT INFORMATION**

For immediate consideration, please submit a resume by October 7, 2022 to: Pennsylvania Treasury Department at [hr@patreasury.gov](mailto:hr@patreasury.gov). Questions may be directed to Human Resources at 717-787-5979.

For more information about Treasury, visit [www.patreasury.gov](http://www.patreasury.gov).