



## King County

Invites Applications for the Position of:

### Administrative Specialist III

Apply online at <http://www.kingcounty.gov/jobs>

*King County is committed to equity and diversity in the workplace. In addition, the county is committed to recruiting and maintaining a quality workforce that shares our guiding principles: collaborative, service-oriented, results-focused, accountable, innovative, professional and fair and just.*

**OPENING DATE/TIME:** 02/26/16 12:00 AM (GMT -8:00)

**CLOSING DATE/TIME:** 03/11/16 04:30 PM (GMT -8:00)

**SALARY:** \$22.44 - \$28.44 Hourly \$1,795.20 - \$2,275.20 Biweekly

**LOCATION:** King County Courthouse - 516 3rd Ave, Seattle

**JOB TYPE:** Career Service, Full Time, 40 hrs/week

**DIVISION:** Department of Judicial Administration

**JOB NUMBER:** 2016JF05601

**SUMMARY:**

**The Department of Judicial Administration (DJA)**, also known as the **Superior Court Clerk's Office**, is an innovative, forward-looking agency using technology to help perform tasks better, more efficiently and reliably. DJA performs a variety of services for the Court, litigants, and general public. DJA's mission is to provide professional, high-quality Superior Court records services and justice system programs, while ensuring access to justice and integrity in the process.

**Primary Job Description:**

**DJA** is seeking an **Administrative Specialist III** who enjoys working on a variety of tasks, can switch gears at a moment's notice, works effectively with people from diverse backgrounds and works independently within the Office of the Director.

The **Office of the Director** is comprised of the Director, Deputy Director, Project Managers and other Professional staff. This position requires daily interaction with the administrative team while supporting division managers and supervisors. Successful candidates will provide a consistent and accurate work product and possess strong technical knowledge to maintain

special projects. The Office of the Director has a vibrant atmosphere of customer service working with members of the public, internal staff, and external agencies. The person in this position serves as a main liaison to the staff and customers of the Department of Judicial Administration, handles incoming correspondence, and greets customers. It is essential that the candidate exhibit a high degree of professionalism, reliability and integrity.

**WHO MAY APPLY:** This position is open concurrently to all King County employees and the general public.

**WORK LOCATION:** This position is based at the King County Courthouse, 516 3rd Ave., Seattle, WA 98104.

**WORK SCHEDULE:** This position is overtime eligible, 40 hours/week, Monday through Friday.

**ADDITIONAL MATERIALS REQUIRED:** A resume, letter of interest and answers to the supplemental questions are required in addition to your application. The Letter of Interest should detail your background and describe how you meet or exceed the requirements listed in this job announcement. (This will be used as a writing sample).

Please note that you can attach multiple documents to your application. Your options are:

\*Copy and paste one or more documents into the text resume section of the application.

\*Attach multiple documents/files in the resume attachment section.

**SELECTION PROCESS:** Applications will be screened for qualifications, clarity and completeness. The most competitive applicants may be invited to an interview.

**Contact Information:** Please direct questions about this position to Mallory Weitz at 206-263-1995 and questions about the recruitment to Joy Fernandes at 206-477-0774.

#### **JOB DUTIES:**

This position serves as the main liaison to the staff and customers of the Office of the Director. This position will be required to:

- Assist customers and provide information about the department and the Director's Office to internal and external customers in person, on the phone, and through correspondence in a professional, patient, and friendly manner.
- Organize and oversee the department's SharePoint site.
- Provide direction and training instructions on how to use SharePoint.
- Provide technical support to the management team and department staff.
- Edit and finalize content on the web.
- Design, coordinate, and publish graphics with department's annual theme and statistics for the dashboard.
- Gather, organize, and prepare data for inclusion in reports.
- Interpret policies and codes to provide information to employees and customers.
- Organize, route, and order supplies as needed by the Director's Office.
- Attend meetings, take minutes, and represent the department at various internal and interdepartmental meetings.
- Perform special projects, as requested.
- Cover a variety of assignments quickly moving from one task to the next and keeping co-workers informed on task status.

- Support and serve as primary back-up to the Confidential Secretary.
- Handle sensitive information.
- Compose, draft, proofread and/or edit final documents sent out to the department or internal/external customers.

**EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:**

Applicant's experience must demonstrate the following knowledge, skills and abilities or any equivalent combination of experience and/or education which provides the applicant with the desired skills, knowledge and ability required to perform the primary functions of the job.

- Minimum of two years administrative experience performing a variety of complex duties in an office setting.
- Minimum of two years customer service experience.
- Effective oral and written communication skills.
- Demonstrated ability to perform well in a fast-paced environment, manage time effectively to work on multiple tasks, and consistently deliver timely and high quality results.
- Strong organizational skills, attention to details and ability to prioritize workflow according to shifting work demands.
- Maintain confidentiality, as well as, use independent judgment and decision making.
- Quickly learn office procedures and terminology.
- Intermediate or advanced computer skills including publishing content to the web and use of Microsoft applications (Outlook, Word, SharePoint, Excel, PowerPoint, and Windows).
- Ability to work and make decisions in a team environment, and be a positive team member including: coordinating with the schedules of other staff; cooperating with other team members, possessing the ability to compromise and resolve issues with minimal direction; interpersonal skills.
- Work independently with minimal guidance.
- Exhibit flexibility and work professionally with all levels of staff.

**Necessary Special Requirements:**

- Regular and reliable attendance, effective communication skills, and development of effective working relationships are requirements of all DJA positions.
- No felony convictions in the last ten years.

**Note: Online applications are preferred. However, if you cannot apply online, go to [www.kingcounty.gov/jobs](http://www.kingcounty.gov/jobs) for other options.**

**If you need an accommodation in the recruitment process or an alternate format of this announcement, please inquire directly with the contact listed on the job announcement or the department's Human Resources Service Delivery Manager.**

## Administrative Specialist III Supplemental Questionnaire

- \* 1. Please indicate how many years of customer service experience you have.
  - Less than two years
  - Two years to five years
  - More than five years
- \* 2. Please describe your experience providing excellent customer service directly to the public, when you interacted with people from different cultural, social, and economic backgrounds. Be specific about the type of interaction and what methods you used to be effective.
- \* 3. Please indicate your level of proficiency with Microsoft Outlook, Word, Excel, and PowerPoint.
  - None
  - Beginner
  - Intermediate
  - Advanced
- \* 4. Please indicate your level of proficiency with Microsoft SharePoint.
  - None
  - Beginner
  - Intermediate
  - Advanced
- \* 5. Please describe one experience where you created and maintained a SharePoint site(s). Be specific about the features and functions you used to meet the needs of the team or business unit. If you do not have this experience, please put N/A.
- \* 6. Please describe your experience in composing, editing and proofreading documents for internal and external distribution. State when and where you performed these functions.
- \* 7. Please describe your experience working independently on multiple and complex competing priorities and assigned tasks with minimal or no guidance. Describe how you independently and efficiently organize and prioritize assignments and tasks, meet deadlines, and exercise adaptability to changing priorities while maintaining a positive and professional approach. Please provide specific examples. If you do not have this experience, please put N/A.
- \* 8. This position requires a resume and a letter of interest. Please verify that you have attached or inserted a text of both to your application.
  - Yes    No
  
- \* Required Question