

Executive Secretary

Salary: \$48,089.60 - \$68,702.40 Annually

Location: Des Moines – 50319 – Polk County, IA (on-site)

Job Type: Full-time

Agency: 503 – Iowa Office of Ombudsman

Closing: May 7, 2026

Point of Contact: Bernardo Granwehr @ ombudsman@legis.iowa.gov

To Apply: Submit a letter of application, resume, writing sample (illustrating your written communications skills) and the names, addresses, and telephone numbers of three references (two employment-related) to be received no later than 4:30 p.m. on the closing date to: **Office of Ombudsman, Ola Babcock Miller Building, 1112 East Grand Avenue, Des Moines, IA 50319**. You may fax your application materials to 515-242-6007 or e-mail to ombudsman@legis.iowa.gov.

Job Summary:

Support the Ombudsman in day-to-day operations and perform related work as required. Serve as a primary point of contact for the Ombudsman and assist the Ombudsman in public contact work. Assist with answering steady volume of telephone calls and serve as back up to Administrative Secretary and Administrative Services Officer during daily break periods and leaves. Handle intakes on simple inquiries and enter them in the office's case management system. Assist with records retention compliance. Perform other related duties as required.

Applicants must comply with confidentiality requirements under Iowa Code chapter 2C and office policy.

Applicants also cannot be active in partisan affairs, cannot enter into and maintain business or employment relationships with individuals in positions over which Ombudsman has jurisdiction, and may not hold any other office of public trust except for that of notary public.

Applicants who have State of Iowa experience serving as an executive secretary to a director-level position and/or handling and routing a high volume of government complaints are strongly preferred.

ESSENTIAL FUNCTIONS

1. Communicate effectively orally and in writing with the public and public officials, including director-level officials. Field or route requests and deliver answers to both routine and specialized questions, as needed. Manage difficult complainant conduct using accepted de-escalation techniques.
2. Accompany ombudsman to legislative council meetings and other meetings involving agency and/or public outreach. Be primary point of contact with visitors to the office who want to schedule time with the Ombudsman.
3. Proofread and edit office work products for accuracy and clarity of final products.
4. Assist with the accurate and timely processing of both incoming and outgoing mail.
5. Process cases received through intake. Exercise appropriate judgment in determining when to pursue, decline, or refer a case to an Assistant Ombudsman. Handle intakes on simple inquiries.
6. Enter data into the case management system, Microsoft office programs, and state computerized systems. Create and organize case files.
7. Maintain records relating to personnel and finances; processing purchases, claims, payrolls, and other matters related to office personnel and finances; attend payroll and personnel meetings or trainings.
8. Assist other support staff as needed in maintaining in good order the paper case files from opening to closure, the library books and reference materials, and the supply room.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

1. Excellent interpersonal, written, and oral communication skills with proficiency in creating and editing professional documents.
2. High level of organization with excellent punctuality and time management skills.
3. Ability to interact courteously with the public and to maintain tact, professionalism, and confidentiality.
4. Knowledge of State of Iowa government organization, including basic functions of major agencies and contacts.
5. Knowledge of Microsoft Office and ability to learn new computer systems, i.e. office's case management system.
6. Knowledge and ability to operate standard office equipment, i.e. fax machine, copier, scanner.

7. Knowledge of and skill in general office practices and procedures.
8. Ability to work quickly under tight deadlines.
9. Ability to be a self-starter, working independently and on teams on special and ongoing projects.

PHYSICAL REQUIREMENTS:

1. Regular sitting, standing, walking, reaching, or kneeling. This job requires that stairs be traversed and weight be lifted or force exerted up to 20 lbs. occasionally.
2. This job requires close, distance, color, depth, and peripheral vision.
3. The noise level of the work environment is low to moderate noise levels regularly.

EDUCATIONAL REQUIREMENTS:

Graduation from high school or G.E.D. equivalency; Bachelor's Degree preferred or five (5) years administrative/secretarial experience. (State of Iowa experience serving as an executive secretary to a director-level position strongly preferred.)