

Administrative Services Officer 1

Salary: \$48,443.20 - \$69,035.20 Annually

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

Job Type: Full-time

Agency: 503 – Iowa Office of Ombudsman

Closing: 02/12/2024

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:

The Iowa Ombudsman's office oversees most state and local governmental agencies, helping thousands of Iowans each year to cut through bureaucracy and red tape to resolve their problems. We receive approximately 6,000 complaints each year.

In this administrative position, you will support the Ombudsman and staff in day-to-day operations of a busy government office. You will coordinate and maintain the office's budget and accounting function and coordinate the delivery of human resources. You will work with the Administrative Secretary to help answer a heavy volume of phone calls, ensuring citizen complaints are routed to the appropriate person in the office or externally, and serve as back-up during the Administrative Secretary's break periods and leaves. You will also coordinate the reception suite, ensuring it is adequately staffed during business hours.

This opportunity will appeal to people who are flexible, proactive, and able to juggle a wide variety of tasks within a structured framework while respecting existing processes and procedures. Successful candidates enjoy editing letters and working on spreadsheets as much as interacting with the public, and above all enjoy the challenge of learning about and working in different areas of office administration. Experience working with Microsoft Office applications (Word, Excel, etc.) is required. Experience working directly with an agency director or CEO is preferred.

This position is housed in the Ola Babcock Miller Building, with work hours from 8:00 AM to 4:30 PM, Monday through Friday.

ESSENTIAL FUNCTIONS

1. Prepare annual budget and coordinate and maintain the accounting and disbursing system utilizing the state's accounting policies and programs.
2. Coordinate the delivery of human resources services to office staff.
3. Maintain records in accordance with the office's record retention schedule and coordinate the acquisition and disposal of office equipment and supplies.
4. Coordinate the reception suite, fielding or routing requests and delivering answers for both routine and specialized questions.
5. Enter data into the case management system, Microsoft office programs, and state computerized systems.
6. Communicate effectively orally and in writing with the public and public officials.
7. Proofread and edit office work products for accuracy and clarity of final products.
8. Maintain the confidential creation and organization of client files.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

1. Basic knowledge of the functions and responsibilities of the Iowa Office of Ombudsman.
2. Excellent interpersonal skills as applied to interactions with difficult people, staff, clientele, legislators, and other agency personnel.
3. Excellent oral and written communication skills with proficiency in creating and editing professional documents.
4. Knowledge of office policies and procedures as they relate to work activities.
5. Knowledge of professional accounting principles, theories, concepts, and terms.
6. Knowledge of the office and state's personnel policies and procedures.

7. Knowledge of state procurement policies and procedures.
8. Knowledge of the state's I3 system, Iowa Benefits, and HRIS.
9. Ability to work 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:

Bachelor's Degree preferred or experience equal to five years of full-time administrative support work (e.g. typing/proofing documents, letters, and reports; scheduling meetings/appointments, ordering supplies/equipment) and/or technical support work (e.g. determining budget, personnel, and equipment needs; and compiling/evaluating statistical, historical, financial, or technical program data.)