



COMMONWEALTH OF PENNSYLVANIA

TREASURY DEPARTMENT

Job Posting – Administrative Assistant I

Class Title: Administrative Assistant I
Class Code: T8210
Office: Unemployment Compensation Disbursements - UCD 5 –
Pay Range: Starting Salary \$40,900.00
Work Hours: 8:00AM – 4:30PM
Work Location: Harrisburg – Labor and Industry Building

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.

THE POSITION

This is a non-supervisory position in the Bureau of Unemployment Compensation Disbursements for the Department of Treasury. An employee in this class is responsible for performing a variety of administrative staff assignments.

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.
- Prepares and scans documents into an OnBase system.
- Distributes mail and other correspondence to various bureaus.
- 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.

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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.

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