



# RECRUITMENT ANNOUNCEMENT

## Office Assistant 2 Licensing Operations Division

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<b>Salary:</b>	\$2,016 to \$2,598 per month (Range 28)
<b>Recruitment Number:</b>	09-WGS-04
<b>Location:</b>	Lacey, Washington
<b>Opens:</b>	October 27 2009
<b>Closes:</b>	November 3, 2009, 5:00 p.m.

**This recruitment will be used to fill two positions, one permanent and one non-permanent. Applications will be reviewed upon receipt. The hiring authority reserves the right and may exercise the option to make a hiring decision at any time. It will be to the applicant's advantage to submit materials as soon as possible**

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The Washington State Gambling Commission (WSGC) is seeking a qualified candidate to fill two Office Assistant 2 positions in our Licensing Operations Division Forms and Records Unit located at Lacey Headquarters in Lacey, Washington.

These positions are responsible for maintaining the integrity of the agency's gambling license records. You will work in support of the licensing program and have a customer base of internal staff. You will ensure the proper maintenance and setup of licensing files and maintain a proper filing system using an online tracking program.

You will process all incoming and outgoing mail for Licensing Services, update information in the licensing system, archive expired license records in accordance with the agency records retention schedule, and serve as the back-up receptionist. You will support the Public Records Officer by processing public records requests, including records gathering, removing private information, and copying documents for the requestor.

These positions work a Monday through Friday work schedule with work hours of 8:00 a.m. to 5:00 p.m. The work environment is in an office cubicle setting using a computer, telephone, scanners, fax machine, and other office equipment. This position is also required to work in a records center with rolling file cabinets containing several hundred paper files and heavy boxes.

### **ABOUT WSGC**

Created by the state Legislature in 1973, the Washington State Gambling Commission is a law enforcement, licensing and regulatory agency. The WSGC is a non-appropriated agency funded through licensing and regulatory fees paid by licensees and tribal governments.

OUR MISSION . Protect the public by ensuring gambling is legal and honest.

OUR VISION . We will maintain confidence by:

- Conducting a fair and effective gambling regulatory and enforcement program
- Investigate illegal activities
- Building positive partnerships and relationships
- Providing a workplace that allows employees to excel at their jobs
- Anticipating and responding to the evolving gambling industry

OUR VALUES . Integrity, Professionalism, Respect and Diversity.

To learn more about our agency, we invite you to visit our website at <http://www.wsgc.wa.gov>.

### ***BENEFITS***

The state of Washington offers a comprehensive, competitive benefits package to match the needs of its diverse workforce, including:

- Medical, dental, and vision insurance, as well as basic life and long term disability insurance plans for employee and their family. Additional insurance coverage is available at special group rates.
- Leave benefits include 12-22 days of vacation per year; 11 paid holidays, and 12 days of paid sick leave per year.
- A state retirement plan, as well as a Deferred Compensation program for tax-deferred retirement investment.

### ***CONDITIONS OF EMPLOYMENT***

Must be able to pass an extensive background investigation, which includes a criminal records check, credit check, and fingerprinting.

Adhere to agency policy of prohibiting employees from serving as officers or managers of any corporation or organization that conducts a lottery or gambling activity, including tribal gambling activities. Employees may not gamble in tribal gambling activities or any gambling licensed activities.

### ***REQUIRED QUALIFICATIONS***

High school graduation or equivalent AND one year of clerical experience.

### ***DESIRABLE QUALIFICATIONS***

Preferred Experience:

- Archiving experience using Washington State's General Retention Schedule and agency specific retention schedules.
- Preparing agency records for transfer to the state records center and archives. This includes alphabetizing, boxing, labeling boxes, and preparing transmittals for transfer.

- Customer service experience including assisting internal and external customer, answering multi-line phone, responding to questions, giving general information, and directing customer to appropriate resource for assistance.
- Experience using a scanning/imaging system. Organizing scanning and editing paper copies into a computer system.
- Experience using and maintaining an alphabetical filing system.

#### Preferred Skills/Abilities

- Customer service oriented, always prompt and responsive when assisting customers.
- Ability to get along in a diverse working environment.
- Ability to maintain a professional demeanor while working with clients that may be hostile or angry.
- Detailed oriented
- Ability to enter detailed information into a computer system with few mistakes.
- Ability to proofread and edit information entered into a database.
- Ability to multi-task, completing assigned tasks with many interruptions.
- Ability to prioritize a heavy workload including various daily tasks to be completed and intermittent duties as assigned by supervisor.

The core competencies for all Gambling Commission employees are: Communication, Relationship Building and Influence, Customer Focus, Ethics and Integrity, Diversity, Accountability, and Initiative.

#### **HOW TO APPLY**

PLEASE NOTE: DO NOT APPLY IN E-RECRUITING. Please submit application materials directly to the Washington State Gambling Commission per the instructions below.

E-mail is the preferred method of submitting application materials and will be used as the primary method of communication throughout this process. E-mail application materials in **MS Word or PDF format** to: [Recruitment@wsgc.wa.gov](mailto:Recruitment@wsgc.wa.gov) with a subject line of **09-WGS-04**.

**Candidates must submit all requested materials in order to be considered.** It is the applicant's responsibility to ensure the packet is received.

**You are invited to apply for this position by submitting all of the following application materials:**

- A cover letter (no more than two pages) describing your skills and experience as they relate to the Required and Desirable Qualifications outlined in this announcement;
- A [Washington State Gambling Commission Employment Application](#);

- A list of three references, including one supervisor, with current telephone numbers and addresses.

**Note:** The act of submitting application materials is considered affirmation that the information provided is complete and truthful. Electronic submissions do not need a signature. You understand that the state may verify information.

If e-mail is not possible, please mail or fax requested materials to the following:

**Attn: 09-WGS-04**

Washington State Gambling Commission  
Human Resources & Training Division  
P.O. Box 42400  
Olympia, Washington 98504-2400

Or

Fax: (360) 486-3624

If you have questions, please contact Ms. Harris at (360) 486-3459.

*The Washington State Gambling Commission is an equal opportunity employer. Women, racial and ethnic minorities, persons of disability, persons over 40 years of age, and disabled and Vietnam era veterans are encouraged to apply. Persons of disability needing assistance in the application process, or those needing this announcement in an alternate format may call the Human Resources & Training Division at (360) 486-3459 or (360) 486-3637 (voice/TDD).*