



STATE OF OREGON
invites applications for the
position of:

OTE Support Specialist

OPENING DATE/TIME:	03/01/18 12:00 AM
CLOSING DATE/TIME:	04/02/18 12:01 AM
SALARY:	\$2,601- \$3,408 Monthly \$31,212 - \$40,896 Annually
JOB TYPE:	Permanent
LOCATION:	Salem, Oregon
AGENCY:	Travel Information Council/Oregon Travel Experience

DESCRIPTION: Are you seeking an opportunity to work in a program that improves the experience for the millions of travelers who use Oregon's Highway Rest Areas, follow the Blue Logo Highway signs, and enjoy Historical Markers and Heritage Trees each year. The State of Oregon Travel Information Council (DBA Oregon Travel Experience) is hiring an Office Specialist to support the work of the Central Office and the Rest Area Division in Salem.

ABOUT THE AGENCY:

OTE is a semi-independent state agency overseen by a council composed of eight appointees of the Governor and one member of the Oregon Transportation Commission. Its mission is to create a great visitor experience by providing direction to destinations, connecting travelers with Oregon's resources, and ensuring safe and convenient travel. Oregon Travel Experience also administers the Oregon Heritage Tree and Oregon Historical Marker programs with groups of highly motivated and professional volunteers. These programs preserve our state's important historical icons.

What's in it for you:

- Comprehensive medical, dental, and vision plans for the employee and qualified family members, including \$5,000 in employee basic life insurance.
- Paid sick leave, vacation, personal leave and 10 paid holidays per year.
- Membership in the Public Employees Retirement System (PERS)/Oregon Public Service Retirement Plan (OPSRP).

Working Conditions:

- Office Environment. Frequent use of telephone and personal computer, repetitive hand movements and sitting for extended periods of time.
- Speed, attention to detail, and accuracy required.
- Must be able to work effectively in a team.
- Some overnight travel may be required.

This posting is to establish an applicant pool for one (1) full-time OTE Support Specialist position at our main office in Salem. If you would like more information about Oregon Travel Experience visit ortravelexperience.com. All communication with applicants will be via email.

DUTIES & RESPONSIBILITIES:

The primary purpose of this position is to provide clerical administrative support for the agency's central office, with a significant focus on the work of the Rest Area Division.

Rest Area Division Administrative Support

- Support the division administration in its work operating rest areas statewide, including note-taking; filing; copying and distribution of materials; internet and other research.
- Support the agency's contracts and procurement officer as directed.
- Assist administration in preparation for various meetings and trainings, including development and distribution of paper and electronic meeting materials.
- Prepare draft meeting minutes for rest area meetings and trainings.
- Provide basic technical support or guidance to rest area field staff on subjects including basic cell phone and computer program operations.
- Make travel arrangements, including car rental (DAS and Enterprise), hotel accommodations, meals, etc. for rest area administration and staff as directed.
- Track and maintain Rest Area staff training records.
- Sort, organize and enter visitor comment card info into database and file cards. Export monthly data monthly into performance measures.
- Collect vending reports from each rest area with vending machines at the first of the month. Make note of the date received for staff accountability. Enter average score into performance measures.
- Collect contractor performance reports from each rest area for each contractor performing duties at the first of the month. Make note of the date received for staff accountability. Enter average score into performance measures.
- Enter number of days per location that coffee was served in rest areas into performance measures.
- Collect traffic counts for each rest area and enter into performance measures tracking systems.
- Working with Payroll, enter number of hours worked per location into performance measures.
- Calculate and enter the percentage of on-time submissions from staff into performance measures.
- Collect mileage log from each staff who drives an agency vehicle. Review for completion, errors, and schedule. Send report to Accounting.

Coffee Program Customer Service:

- Under the direction of the Coordinator, assist current and potential permit holders with obtaining or maintaining permits. Process and approve free coffee program provider permit applications according to established program requirements.
- Maintain online coffee calendar and make scheduling adjustments as needed.
- Scan and email finalized coffee permits to Rest Area supervisors.
- Maintain desk manual for coffee program.

General Office Support & Records Maintenance

- Provide overall primary agency central office reception function, answer agency general phone line, and refer calls to appropriate staff members.
- Receive, open, and process incoming agency mail by sorting, date stamping, and referring incoming mail to appropriate staff. Deliver internal in-box materials to staff desks.
- Process outgoing mail and check distributions.
- Provide basic support and service for copiers, phones, and other office machines. Contact outside support entities as needed for more advanced issues.
- Maintain Accounts Receivable and Accounts Payable filing.
- Process monthly mailing of Accounts Receivable invoices to customers.
- Order office supplies, publications, business cards, etc. from vendors. Distribute upon receipt.
- Prepare and edit documents using program including Word, Excel, PowerPoint, and Adobe Acrobat.

Other Duties: May be assigned other duties as required by management.

QUALIFICATIONS, REQUIRED & REQUESTED SKILLS: MINIMUM QUALIFICATIONS

- Two years of general clerical experience, one year of which included typing, word processing, or other experience generating documents; **OR**
- An Associate's degree in Office Occupations or Office Technology; **OR**
- Graduation from a private school of business with a Certificate in Office Occupations or Office Technology and one year of general clerical experience.
- College courses in Office Occupations or Office Technology will substitute for the required experience on a year-for-year basis. If using education to qualify please attach college transcripts or copy of degree/certificate.

Desired Attributes:

The candidates whose experience most closely matches the qualifications and desired attributes of this position will be invited to interview. We are looking for qualified applicants whose work experience most closely demonstrates the following:

- Strong, professional and respectful communication and customer service skills, including experience in effectively communicating with staff and the public by email, phone, in person, written correspondence, etc.
- Skill and experience in prioritizing and accomplishing multiple and different tasks in a busy office environment.
- Experience processing, entering and/or verifying detailed data.
- Experience supporting management and front-line staff.

- Effective team participation by showing a willingness to assist and support others, and treating all people with courtesy and respect.
- Proficient in office computer programs, including data entry. Working knowledge of MS Office Suite programs and Adobe Acrobat Pro, including the ability to create and edit forms.
- Working knowledge of Oregon public meeting laws and record retention guidelines.
- Detail Oriented; Quick learner.
- Possess integrity/honesty and the desire to assist others.
- Dependability is critical to this position.

HOW TO APPLY & ADDITIONAL INFORMATION:

How to Apply: We appreciate your interest in this position. **To apply, please go to the State of Oregon Job Opportunities Page at: <https://www.governmentjobs.com/careers/oregon/jobs/2001710/ote-support-specialist?keywords=OTE%20Support%20Specialist&pagetype=jobOpportunitiesJobs> and follow the application directions.**

Questions/Need Help?

If you have questions about the recruitment and selection process (e.g., supplemental questions, clarification of job announcement information, etc.), please email: hr@oregonte.com

If you have application login problems, get an error message during the application process, or are experiencing other technical (computer related) difficulties, please call the NEOGOV help line for assistance at 1-855-524-5627. You can also e-mail NEOGOV for support at support@governmentjobs.com. You can use this e-mail address to report a variety of applicant issues; login, attaching documents, web browser, etc. Remember when submitting an applicant issue through this e-mail address please make sure to include your name, if you have an applicant ID, a valid contact number, the issue, and if possible a time when you are available to be contacted.

The Travel Information Council/Oregon Travel Experience is an Equal Opportunity, Affirmative Action Employer Committed to Workforce Diversity.