

OCSEA Job Posting

Administrative Assistant 2 - (Bargaining Unit)

Send Cover Letter, Resume and Completed Application to: Wanda Madison, OCSEA Human Resources Manager, 390 Worthington Road, Westerville, OH 43082 or wmadison@ocsea.org. Obtain Application at www.ocsea.org (at the bottom of the page under “employment”)

Union Education Trust
Administrative Assistant 2
Bargaining Unit – Overtime Eligible

Department: Union Education Trust (UET)

Reports to: Union Education Trust Director

Job Goal: To provide non-routine administrative support to the UET Department. To support the mission of the UET by performing administrative duties, providing excellent customer service and representing UET at Union fairs and special events.

Duties and Responsibilities:

Provides non-routine administrative support by:

Providing logistical support and database input for programs, special events, education fairs and OCSEA events;

Coordinating and facilitating the DRC testing/licensure/certification program and application process;

Developing and maintaining the administrative budget;

Maintaining course listings in the database and coordinating with vendors to update school listings and course offerings annually;

Providing direction to vocational and proprietary schools that wish to offer programs. Determines if the school meets criteria and provides the Director with recommendation to allow or disallow the school to participate. Directs eligible schools in the process of completing and updating documents necessary to participate..

Drafting original, complex correspondence, reports, training utilization analysis and memoranda;

Maintaining filing systems;

Preparing education marketing campaigns and materials; and by

Representing UET at education fairs and other special events to describe educational assistance benefits, answer questions from members and vendors, troubleshoot complex issues and promote programs.

To troubleshoot and resolve participant problems that require independent thinking and minimum direction

Ensures prompt, friendly and accurate customer service is provided by:

Providing direct customer service to members who call or walk-in to the UET Headquarters;

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Troubleshooting and resolving OCSEA members' complex issues and concerns escalated by the Third-Party Administrator (TPA) and by members directly contacting the UET Headquarters; making recommendations on how to prevent such issues from recurring in the future;

Timely and accurately researching, analyzing and responding to telephone, mailed and emailed inquiries regarding all Trust programs, eligibility and enrollment by using established customer service protocols; Following up with members and maintaining ongoing communication with members requiring assistance.

Maintaining a customer service tracking system that records each member's inquiries with sufficient detail to be understood by backup and supervisor and allows for easy analysis of data; proactively alerting supervisor and other staff of trends in customer concerns or potential trouble spots;

Maintaining effective and courteous working relationships with all entities involved, including but not limited to: UET Trustees & Staff and OCSEA staff, payroll/personnel officers, training provider representatives, state of Ohio representatives, third-party administrator, and other involved parties; and by

Assists in the successful execution of events, special projects or other activities by:

Serving on committees (duties may include: researching problems, working with other departments to identify and make recommendations to solve problems, developing reports, etc.) Planning and executing conference plans. Helping to coordinate, prepare and assemble large projects like the development of contract language or the union's presentation in fact finding.

Providing clerical support and accurate recordkeeping by:

Prepare original and/or edit OCSEA correspondence to UET Trustees, members and vendors;

Process program applications and determine compliance with Trust policies; prepare UET meeting materials and packets for Trustees and staff.

Other related duties as assigned.

Organization Relationship:

Interacts with all OCSEA departments, Union Members and Leaders, training vendors, education providers, independent contractors, and Third Party Administrators. Provides direct customer service to OCSEA members in person, on-line and by telephone. Operates under little supervision and has primary responsibility for a clerical and non-clerical area of some complexity with multiple variables. Has the authority to resolve routine concerns raised from the members or staff as well as resolving administrative problems.

Qualifications:

Must have 3-4 years of experience as an Administrative Assistant 1 or similar position. Must have one year experience in coordinating special projects and events, developing department communication systems and in coordinating adult education events. Must work independently with little supervision and must have considerable knowledge of adult education concepts and some experience in delivering adult training.

The Administrative Assistant 2 must have good written and verbal skills including the ability to compose original correspondence and complex reports. Ability to make decisions on moderately complex, non-routine matters without guidance. Must have excellent computer skills, with considerable knowledge of word processing, spreadsheets and databases (MS Office products preferred). Some clerical skills including the ability to set up tracking systems and order supplies.

Pay Range \$56,533 - \$73,429