



National Association of State Workforce Agencies (NASWA) Office Assistant

Background

The National Association of State Workforce Agencies (NASWA) is the national organization representing all 50 state workforce agencies, D.C. and U.S. territories. These agencies deliver training, employment, career, and business services, in addition to administering the unemployment insurance, veteran reemployment, and labor market information programs. NASWA provides policy expertise, shares promising state practices, and promotes state innovation and leadership in workforce development.

The Center for Employment Security Education and Research (CESER) is the leading education, research and information technology center focused on workforce development and unemployment insurance issues offering services to a diverse group of stakeholders, most notably state workforce agencies and their federal partners.

NASWA Services provides technology and operational excellence to state workforce and unemployment insurance agencies. NASWA Services includes the UI Interstate Connection Network [ICON], the UI Integrity Center, the State Information Data Exchange System [SIDES], the UI Information Technology Support Center [UI ITSC], and the WIOA Information Technology Support Center [WIOA ITSC].

NASWA is seeking an **Office Assistant** to provide administrative support to NASWA/CESER staff, as well as assist with conferences, committee meetings, and special projects, as needed.

Brief Overview of Position

The NASWA Office Assistant will perform a variety of moderately complex tasks supporting the day-to-day activities of NASWA/CESER under the guidance of the Office and Member Services Supervisor, with input from the members of the Management Team. In general, these tasks include assisting in the project management process, preparing meeting materials, arranging logistics for meetings (meetings may be in-person or via teleconference and webinar) and providing assistance with A/V equipment, creating searchable databases, and developing spreadsheets, charts and/or graphs for presentations.

Roles and Responsibilities

- Assist with logistics and planning of various NASWA meetings
- Make appointments and maintain conference room calendar, as needed
- Make travel arrangements for staff and complete reimbursement forms, as needed
- Take meeting minutes for committee meetings, when needed
- Ship, receive and distribute mail
- Gather, review, process and track invoices from various vendors and contractors
- Track credit card authorizations and compile receipts for monthly credit card statements
- Maintain a comprehensive filing system of UI ITSC Project Task Orders (PTOs, Project Change Orders, and Contracts and assure that they are shared with the NASWA Team Administrator.



- Assist Project Managers with editing and proof reading of PTOs, Contracts, Proposals and other documents
- Order Phones and MiFis and maintain an inventory of all NASWA/CESER purchased equipment
- Catalog and maintain an inventory of UI ITSC equipment
- Research issues related to unemployment insurance and workforce policy, when needed.
- Exercise judgment in selecting and applying established procedures correctly and determines when to refer problems to the supervisor or Director, if needed.

Competencies

- Proficient with the following Microsoft Office products: Word, PowerPoint, Excel, and Outlook. Knowledge of SharePoint is a plus.
- Excellent member-facing and internal communication skills.
- Solid organizational skills including attention to detail and multi-tasking skills.
- A consistently respectful and professional demeanor toward colleagues, members of the Association, visitors, guests, callers, stakeholders, and vendors.
- Effective time and task management skills, paying close attention to detail and keeping errors to a minimum; must be punctual, reliable, responsible, composed, honest, ethical, and tolerant of differences.

Experience

- Entry-level position
- No formal experience is required, but *relevant* experience and an interest in a related field are desirable.

Education (including credentials, certificates, etc.)

- Bachelor's degree or relevant knowledge of competencies listed above

Job Details

Location: NASWA Headquarters in Washington, DC

Title: NASWA Office Assistant

Reports to: Office and Member Services Supervisor

Term: Full Time

Salary & Benefits: Salary range \$25,000 to \$35,000; annual and sick leave, health, dental and life insurance, a generous 401k, and a parking or metro subsidy.

Travel Requirements: Periodic travel to NASWA Conferences and/or Committee Meetings.

How to Apply: Submit a Resume and Cover Letter by April 15, 2019 to: Deja' Morrison at dmorrison@naswa.org