



## **National Association of State Workforce Agencies (NASWA) Position Description**

### **Office Staff Assistant/Washington D.C. Area**

#### **Background on NASWA**

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 (UI), veteran reemployment, and labor market information programs. NASWA provides policy expertise, shares promising state practices, and promotes state innovation and leadership in workforce development.

#### **Background on CESER**

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.

#### **Brief Overview of Position**

NASWA is seeking an **Office Staff Assistant** to provide office administration duties for NASWA's D.C. headquarters including organizing office operations and procedures, offering recommendations for workflow process improvements, designing filing systems, assisting with meeting set-up and execution and reviewing and approving supply requisitions.

The NASWA Office Staff Assistant will be responsible for organizing all administrative activities that facilitate the smooth running of the office, and designing and implementing procedures for retention, protection, retrieval, transfer, and disposal of records -including, but not limited to, the UI ITSC Project Task Order (PTO) SharePoint repository. The position will perform a variety of moderately complex tasks supporting the day-to-day activities of NASWA/CESER under the guidance of the Vice President, Technology Services and Programs, with input from the members of the NASWA 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 aiding with A/V equipment, creating searchable databases, and developing spreadsheets, charts and/or graphs for presentations.

- Oversee ordering of all office supplies and equipment (including furniture); identify supply needs and when appropriate, order office supplies
- Answer general telephone calls and greets visitors
- Process state mailings
- Manage office files
- Assist incoming employees with office codes and building and parking passes; change office codes, collect building passes and cancel parking passes upon departure of an employee
- Ship, receive and distribute mail
- Make appointments and maintain conference room calendar, as needed
- 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 documentation
- Act as a liaison with staff members and the public, providing general information, as necessary
- Assist policy staff with research, creating databases, developing spreadsheets, gathering data and assisting with preparing reports, maintaining website content, and developing charts and graphs for presentations
- Offer meeting support to include but not limited to packaging; developing name tents; assisting state members with registering for meetings; creating meeting receipts; reconciling payments for the meeting; set up and onsite assistance
- Provide logistical and audio/visual support for various NASWA events
- Provide administrative support for assigned committees' annual conferences, coordinate background material and briefing packages for national membership meetings and other meetings as requested
- Offer all necessary support for various CESER projects to include mailings and meeting arrangements; support appropriate CESER contractors
- Coordinate shipments for all meetings
- Take meeting minutes for committee meetings, when needed. Make travel arrangements for staff and complete reimbursement forms, as needed.
- Assist the President and CEO when necessary

### **Competencies**

- Proficient with the following Microsoft Office products: Word, PowerPoint, Excel, and Outlook. Knowledge of SharePoint is a plus.
- Excellent written and oral communication skills for internal and external customers.
- 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.

### **Education (including credentials, certificates, etc.)**

Required: Bachelor's degree in relevant field, or equivalent experience of 1-3 years as Executive Assistant or Office Assistant.

### **Job Details**

Location: NASWA Headquarters in Washington, DC – initially, the position will be remote, but once the D.C. office reopens, expectation is full-time in the office with occasional days working remote from home.

Reports to: Vice President, Technology Services and Programs

Direct Reports: None

Position Type: Full Time

Salary Range: \$45,000 - \$55,000

Benefits: NASWA offers competitive benefits including a generous health care package, 401(k), education assistance, a parking/metro subsidy, and other great options.

Travel Requirements: Periodic nationwide travel (up to 20%) to NASWA Conferences and/or Committee Meetings, once in person meetings resume.

How to Apply: **Send resume and cover letter to [HR@naswa.org](mailto:HR@naswa.org).**



This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change, or new ones may be assigned at any time with or without notice.

NASWA is an equal opportunity employer. NASWA does not unlawfully discriminate on the basis of race, color, religion, national origin, sex, age, marital status, military status, personal appearance, sexual orientation, gender identity or expression, family responsibilities, genetic information, disability, matriculation, political affiliation or any other characteristic protected by federal or District of Columbia law. Our non-discrimination policy applies to all facets of employment, including recruiting, hiring, employment, promotion, demotion, dismissal, compensation, and training opportunities.