

Closing Date	5/23/2022
Salary	\$12.000/hr
Job Type	Full-Time/Permanent
Position	Office Technician (#03145261)
Location	Lincoln, NE
Division	Military Department (The Adjutant General)

The State of Nebraska offers excellent benefits, including: 13 paid holidays, generous sick and vacation leave accruals to start out, a retirement plan with a State match of 156%, health, dental, vision and life insurance options (\$20K basic life insurance at no cost and the State pays 79% of health insurance monthly premiums), short and long-term disability, dependent and flexible spending accounts, flexible work schedules, telework possibilities, Deferred Compensation Plan, Military Spouse Transition Program, Veterans Preference, Leave Donation Programs, community college benefit for children of state teammates, free parking, job stability...plus more!

Position Description:

Join our team at the Nebraska Military Department (NMD) composed of an ANG Fire Department, Civil Engineering, Facilities Maintenance, Nebraska Emergency Management Agency, and Military Security Force to name a few.

The NMD is looking for a customer service-oriented Office Technician/Receptionist with our Human Resource department.

Examples of Work:

Serves as a primary contact for those entering Joint Force Headquarters (JFHQ).

Deliver exceptional customer service by greeting visitors, aiding visitors on where to go, calling departments to escort visitors, and providing department information to visitors.

Addresses visitor questions and needs and provide an overall welcoming environment. Answers, screens, and routes phone calls on a multi-line phone system to the appropriate person(s) and/or take messages.

Schedules meetings or appointments; orders supplies, equipment, or publications to maintain office inventory.

Operates computer to perform word processing functions: types/transcribes, composes routine correspondence; formats, proofreads, and edits letters, reports, forms, or other materials from rough draft, corrected copy, or voice recording onto storage media.

Disseminates information in person, and by telephone, email, or correspondence pertinent to the activities of the JFHQ to provide requested responses and data to written inquiries, visitors, agency teammates, and others.

Checks, codes, indexes and files/processes information to facilitate the identification or processing of material. Sorts, files and retrieves correspondence, records, reports, and other items from manual or automated filing systems to ensure uniform storage of and ready access to information.

Operates office equipment such as personal computers, reproduction and scanning equipment, multi-sorters, collators, calculators, posting and mailing machines, multi-line telephone systems, and associated software.

Proofreads and corrects documents and other materials produced or received to ensure the accuracy, completeness, and acceptability of the materials before further processing. Assist with other duties as assigned.

Qualifications/Requirements:

Minimum Qualifications Required: Coursework/training or experience in public contact, customer service, and/or performing and applying office/clerical support procedures, including the use of a personal computer, associated software, and office equipment.

Other/Special Note: Prior to any job offer being made, all certifications, diplomas and references will be verified and any falsehoods will disqualify the applicant. Applicant may be required to pass a criminal background check. Incumbent must also achieve and maintain an appropriate level security clearance; failure to do so may result in termination of employment.

Knowledge, Skills, and Abilities required: Knowledge of: the practices and procedures pertinent to office/clerical support operations; the methods of filing, record keeping, bookkeeping, and mailing; computer operations and standard software and hardware applications; the purpose and activities of the NMD; the work unit policies and guidelines pertinent to office/clerical support operations; the functions and specialized terminology associated with the work unit and agency; grammar, spelling, capitalization, and punctuation to recognize and correct errors; the procedures of manual and electronic file maintenance, record keeping, and mail distribution.

Ability to: code/sort and file/retrieve records/documents established indexing/filing systems; identify similarities and differences between two or more sets of data; communicate in person, by telephone or email; communicate effectively with work unit supervisors, co-workers, other agency teammates, and customers or visitors to exchange information; understand and apply instructions; compute/total figures involving the use of addition, subtraction, multiplication, division, percentages, and fractions; determine course of action to correct inaccurate or incomplete records/documents; file and record information using numerical, alphabetical, and other records keeping systems; maintain confidentiality of materials processed; operate standard office equipment; learn and explain agency office/clerical support operations, policies and guidelines; select and apply established office/clerical support policies, standards, and procedures.

Instructions for Applying

Here are some important points to remember when applying for positions at the State of Nebraska:

- The employment application is required and is the only source of information used to determine if you meet the minimum requirements of the job.
- Please make sure your application is complete. Incomplete applications are rejected.
- You will have the opportunity to attach a resume; however it is not considered part of the application. Information contained in a resume, supplemental questionnaire, or other document, will not be considered in lieu of the formal on-line application form.
- **Please be complete.** You will not be allowed to change your application after you have applied for a position and you cannot re-apply for the same position unless it is posted again.
- When you have successfully applied for a job, you will receive an instant e-mail confirmation notice.

To Apply: Applications must be made through www.statejobs.nebraska.gov. Resume in lieu of online applications will not be accepted.