



DISTRICT OF COLUMBIA RETIREMENT BOARD
Position Vacancy Announcement

ANNOUNCEMENT NO: 20140924	POSITION: Receptionist/Administrative Aide
OPENING DATE: September 24, 2014	CLOSING DATE: Open Until Filled
TOUR OF DUTY: 8:30 a.m. – 5:00 p.m., Monday – Friday	STARTING RANGE: \$28,600 -- \$35,750 DOQ (Grade 2) (Career Service) Entire Range: \$28,600 -- \$44,187
LOCATION: 900 7 th Street, NW, 2 nd Floor Washington, DC 20001	AREA OF CONSIDERATION: Open to all applicants
NUMBER OF VACANCIES: One (1)	TYPE OF APPOINTMENT: Probationary to Regular
This position is NOT in a collective bargaining unit.	

***** Successful pre-employment criminal, financial, educational and certification background check required *****

ABOUT THE D.C. RETIREMENT BOARD: The District of Columbia Retirement Board is an independent agency of the District of Columbia Government. Our mission is to manage and control the assets of the D.C. Police Officers' and Firefighters' Retirement Plan and the D.C. Teachers' Retirement Plans as well as to administer benefits for the members of the plans.

POSITION SUMMARY

The Receptionist/Administrative Aide provides administrative, logistical, and clerical support—as needed—to the Executive Assistant to the Executive Director/Office Manager (EAED/OM), to ensure successful continuation of ongoing office and agency operations. Within this framework, a primary focus of the Receptionist/Administrative Aide is providing the highest level of customer service to DCRB's Members and guests, who visit or call the agency each day.

PRIMARY RESPONSIBILITIES

1. Greets all visitors and answers incoming telephone calls
2. Provides basic information to visitors and to the Board of Trustees.
3. Assist/coordinate with other members of administrative-support team on various engagements/projects (e.g., preparation for, meeting support in, and follow-up to Board meetings).

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to operate a multifunction telephone system.
- Ability to type at least 45 WPM.
- Records-maintenance, word processing and data entry skills.
- Demonstrated skill in the use of personal computers and Microsoft office products.
- Demonstrated organizational and coordination skills; ability to manage competing priorities.
- Ability to maintain calendars and schedule appointments.
- Ability to communicate effectively, both orally and in writing.

- Ability to understand and follow specific instructions and procedures.
- Ability to maintain confidentiality of agency records and Member information.

BEHAVIORAL COMPETENCIES

- Answers the Agency telephones in a professional and courteous manner; relay detailed messages indicating the caller and the nature of the call.
- Greets all visitors in a friendly, professional and helpful manner.
- Provides basic information to visitors and incoming callers in a professional and helpful manner
- Edits and proofreads documents to ensure accuracy.
- Maintains a current out-of-office schedule for all DCRB employees.
- Handles all polling requests for Board and committee meetings in an expeditious manner.
- Quickly resolves administrative problems and inquiries and escalates them appropriately.
- As requested, performs a variety of office support and/or administrative duties, including typing memos, letters, labels, etc., for specified departments.
- Clearly communicates information and ideas so that others understand.
- Handle requests to Building management for services and Building security for visitors.
- Maintains resource materials in an organized manner for easy access.
- Provides administrative assistance to the Executive Office, as needed.

QUALIFICATIONS

- Minimum of three (3) years of experience as a receptionist in a professional office environment.
- High school diploma or equivalent

WORKING CONDITIONS

- Normal office environment

COMPENSATION LEVEL: Grade 2

This job description indicates the general nature and level of work being performed by employees in this job. It is not intended to be an exhaustive list of all tasks, duties, and qualifications of employees assigned to this job. Incumbents may be asked to perform other duties as required.

RANKING FACTORS: NONE

HOW TO APPLY: Applicants must submit a completed DC2000 Employment Application form, letter of interest discussing eligibility and qualifications, and resume. The DC2000 Employment Application is available as a fillable file document on the "Working at DCRB" page on DCRB's website. You may view the page here: <http://dcrb.dc.gov/service/working-dcrb>

Applicants claiming Veterans Preference must submit official proof with application.

All educational and experience requirements used to determine eligibility for this position must be officially verified at the time of appointment. No offer of employment will be deemed fulfilled without such verification(s).

