



**DEPARTMENT OF
LABOR**
& INDUSTRIAL RELATIONS

HUMAN RESOURCES

421 East Dunklin Street, P.O. Box 510

Jefferson City, MO 65102-0510

Phone: 573-751-3588

Fax: 573-751-3668

www.labor.mo.gov

Senior Office Support Assistant
Division of Workers' Compensation
Kansas City
Starting Salary: \$26,236.00 – 30,184.00

Job Duties Include:

- Sorts and distributes all incoming mail.
- Prepares bulk mail and scanning for Jefferson City.
- Sets and maintains Dockets for Administrative Law Judges.
- Answers telephone inquiries from claimants, employers and attorneys.
- Requests/reports necessary repairs and maintenance.
- Ensures security of confidential information.
- Staff the front desk. Tasks include: greeting and checking in claimants, greeting attorneys, notifying Administrative Law Judges when *pro se* claimants appear on their docket, answering and directing telephone calls, and providing information to shareholders.
- Entering the disposition of files in the system.
- Attends training.
- Works independently within the scope of assigned duties.
- Maintains positive working relationships and conduct duties with courtesy and respect.
- Accepts and implements feedback with a positive attitude and constructively support open communication, dedication, and compassion.
- Seeks to assist team members and accepts additional assignments willingly.
- Maintains regular and reliable attendance.

Required Skills:

- Comprehensive knowledge of office practices, procedures, systems, and equipment.
- Comprehensive knowledge of business math computations, grammar, composition, and spelling.
- Comprehensive knowledge of computer information systems and software.
- Intermediate knowledge of the principles of office management and supervision.
- Ability to make independent decisions based upon knowledge of agency operations, policies, and procedures.
- Ability to maintain a high level of discretion when dealing with sensitive/confidential information.
- Ability to apply and interpret state and/or agency regulations, policies, and procedures.
- Ability to maintain highly complex records and prepare reports from a variety of information.
- Ability to establish and maintain effective working relationships with managers, co-workers, and the public.
- Ability to communicate effectively.
- Ability to work independently and exercise sound judgment and discretion.

Missouri Department of Labor and Industrial Relations is an equal opportunity employer/program.

TDD/TTY: 800-735-2966 Relay Missouri: 711

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Eligibility:

(The following minimum qualifications will determine merit system eligibility. Allowable experience and education substitutions are provided in italics below the corresponding minimum qualification statement; no other substitutions will be permitted. These minimum qualifications may also be used to evaluate applicants for Missouri Uniform Classification and Pay System positions not requiring selection from merit registers.)

One or more years of experience as a Senior Office Support Assistant with the Missouri Uniform Classification and Pay System; and possession of a high school diploma or proof of high school equivalency.

OR

Four or more years of office or related clerical experience; and possession of a high school diploma or proof of high school equivalency.

(Training from an accredited vocational or business school in Office Management, Secretarial Science, or a closely related field may substitute on a year-for-year basis for the required experience at a rate of 30 earned credit hours, or 480 clock hours, for one year.)

(Earned credit hours from an accredited college or university may substitute on a year-for-year basis for the required experience at a rate of 30 earned credit hours for one year.)

Interested individuals please email a DOLIR employment [application](#) (labor.mo.gov/documents/2396-AI.pdf) and transcript to: humanresources@labor.mo.gov or fax to 573-751-3668 by February 13, 2019. Inquires may be directed to Jean Padgett at (573) 751-3589 in Human Resources.