

WASHINGTON STATE UNIVERSITY



Applying for Positions within WSU


Presented by:
Human Resource Services

February 2016

WSU Job Postings

Position Details

Employee Type	CS-Classified Staff
University Title	Office Assistant 2
Working Title	Office Assistant
College/Area	
Department	
Position Number	
Hiring Unit	
Work Location	Pullman
This position is in a Bargaining Unit	No



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Summary of Duties

The Summary of Duties gives an applicant an overview of the duties of the position. Experience with any of the listed duties should be demonstrated in your application materials.

The Office Assistant 2 position is responsible for providing clerical support for Student Services office. Answer phone calls, sort and distribute mail, manage and update files, manage calendars for appointments, events and meetings, enter data. Perform a variety of other routine clerical duties in support of the department.

Additional Information	Applicants must include a resume and cover letter with the online application. Application materials should clearly communicate how the applicant meets the required qualifications and additional requirements.
Appointment Status	Permanent
Job Appointment (FTE%)	100
Position Term in Months	12
Monthly Salary	

All successful candidates must meet the Required Qualifications for any Civil Service or AP position

Position Qualifications

Required Qualifications	High School graduation or equivalent and one year of clerical experience; OR equivalent education/experience.
Additional Requirements	Must have or be able to obtain at time of hire a valid unrestricted driver's license. Demonstrated computer skills and competency with Microsoft Office software including Word, Excel, and Outlook.
Preferred Qualifications	Two (2) years of experience in an academic department in a higher education setting or similar complex organization. Demonstrated multi-task capabilities. Demonstrated computer skills in database development and management. Excellent interpersonal, written and oral communication skills. Demonstrated organizational skills. Demonstrated ability to manage conflict with diplomacy and handle stressful situations in a highly complex and fast-paced office environment.
Will this position require a background check?	This position has been designated by the department to require a background check.

Additional requirements - applicants must demonstrate they also meet these requirements.


These skills are not required but desired

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Posting Detail Information

Open Date	06/19/2015
Close Date	07/05/2015
Open Until Filled	No
Special Instructions to Applicants	

All required application materials submitted by closing date.



Online Application System


WSUjobs.com




 **Application Materials**





 **Cover Letter**

- Demonstrate how you meet the qualifications of the position
- Be specific, clear and concise
- Highlight your past work history that may compliment this position, educational qualifications (degrees, diplomas)
- Market yourself



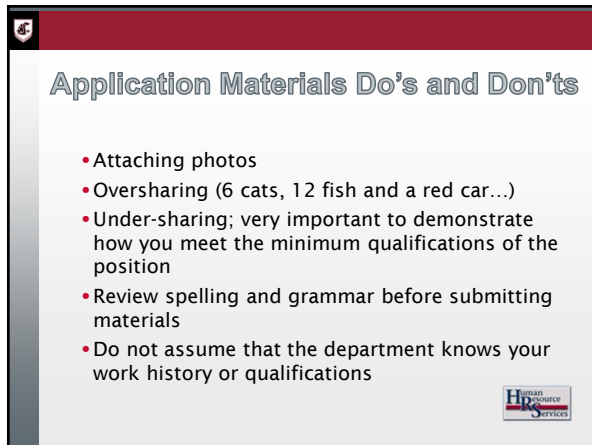
 **Components of a Resume**

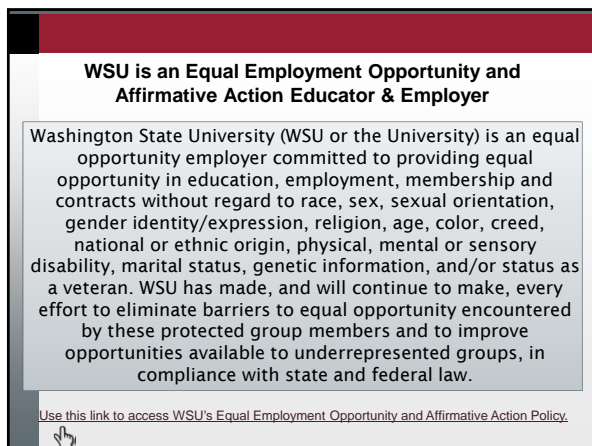
- Contact Information
- Job Objective
- Education
- Employment History
- Skills and Abilities
- Activities/Honors
- References

*Demonstrate how you meet minimum qualifications:
Don't assume that the department already knows
your work history/qualifications*









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Interviews



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Interviewing Tips

- Preparing for an interview
- Common interview questions
- Different question types
- Practice answers, but don't sound too rehearsed
- Sell yourself, market your strengths
- Follow-up questions/Interview the Interviewers

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Interview Leave

Must an employee be granted leave with pay to take an examination or participate in an interview during scheduled work hours?

- Applying WAC vs. using Annual Leave (AL)
 - [WAC 357-16-105](#)
 - [WAC 357-31-325](#)
- Applies to WA State Government jobs - not private sector
- If your supervisor knows about the interview = paid- supervisor may verify that employee showed up for the interview
- If you choose not to notify your supervisor about the interview then you must use annual leave to attend the interview

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Interviewing Techniques

- **STAR** Interview Technique



S- situation or;
T- task
A – action you took
R- result you achieved




Interview Question Activity

In your group, develop a response using the STAR technique for the question below:

- 1) Tell me about how you worked effectively under pressure.
- 2) How do you handle a challenge? Give an example.
- 3) Give an example of how you set goals and achieve them.
- 4) Have you ever made a mistake? How did you handle it?
- 5) Describe a decision you made that wasn't popular and how you handled implementing it.


Interviewing – Tips for Success

- To Do's
 - Dress professionally
 - Be honest
 - Be confident (see preparation)
 - Listen to the questions and answer what was asked
 - Collect your thoughts before responding when asked a tough question
 - Ask any questions you have
 - Send thank you note or email as soon as possible
- Use Caution:
 - Dressing casually
 - Perfume/cologne or other scents
 - Answering quickly - may result in not fully answering the question
 - Body language (non-verbal communication)
 - Humor
 - Slang




Tips for reducing interview anxiety

- Treat yourself well
- Visualize success
- Reduce stressors
- Do your research
- Interview the interviewer
- Take your time
- Be prepared
- Ask when a decision will be made




Moving Forward

- Successful or Unsuccessful Interview
- Accepting/Denying the position
- Asking for feedback
- Listening to feedback/moving forward



Notifying your Department

- Timing/preference
- Civil Service (2 weeks)
- Administrative Professional (30 days)
- Work with your current supervisor, have an open conversation about your transition



Contact Information
Human Resource Services
509-335-4521
hrs.wsu.edu/HRS Information
hrs@wsu.edu



WSU employees attending this session via videoconferencing and who wish to have it documented on their training history must notify Human Resource Services within 24 hours of the session date:

hrstraining@wsu.edu
