



STATE OF WASHINGTON OFFICE OF THE GOVERNOR

Office of the Education Ombuds

Intake Specialist

THIS POSITION IS EXEMPT FROM CIVIL SERVICE

NOTE

The Office of the Governor is a Non-Represented Agency.

MAILING ADDRESS

Office of the Education Ombuds
155 NE 100th St, #210
Seattle, WA 98125

EMAIL

oeoinfo@gov.wa.gov

WEBSITE

<http://oeo.wa.gov>

EMPLOYEE BENEFITS

Washington state offers a competitive benefit package that includes vacation and sick leave; health, life, and disability insurance; retirement; social security; and leave for military service.

The Office of the Governor is an equal opportunity employer. We strive to create a working environment that includes and respects cultural, racial, and ethnic, sexual orientation and gender identity diversity. Women, racial and ethnic minorities, people with disabilities, persons over 40 years of age, and disabled and Vietnam era veterans are encouraged to apply. Persons needing accommodation in the application process, or this job announcement in an alternative format, may call 360-725-0158 or the Telecommunications Device for the Deaf 360-664-3649.

SALARY \$40,000-\$45,000 annually + benefits

LOCATION Seattle (Northgate).

OPENS February 8, 2016

CLOSES Remains open until filled. If you have applied for a previous Governor Office position and are interested in this position, please re-apply.

The top candidates will be invited to an interview to determine the finalists for this position. Since the selection will be based on information provided by the candidates, it is in the candidate's best interest to address the mandatory and desirable qualifications of the job as they apply to their knowledge, skills, and abilities.

OVERVIEW

The Office of the Education Ombuds (OEO) is a statewide agency that resolves complaints from parents and legal guardians about K-12 public schools, promotes family engagement in education, and makes recommendations to policy makers for the improvement of the public education system. OEO strives to create an inclusive work environment, encourages cultural and ethnic diversity, and is committed to equal opportunity employment. We also value linguistic and geographic diversity and experience advocating for equity and eliminating the opportunity gap.

The OEO team has a director, 3 ombuds, 2 associate ombuds, and the intake specialist. OEO is seeking an individual to join its team as the Intake Specialist. The ideal candidate will have excellent communication skills, be able to navigate conflict, understand the importance of confidentiality and privacy, value diversity, and be focused on equity for all students and families. The OEO works through direct service to families, students, and educators, as well as through community outreach and presentations about issues of importance in the public K-12 education system, such as discipline, special education, harassment and bullying, discrimination, and conflict resolution. To learn more about our work, please visit <http://oeo.wa.gov>.

PRIMARY RESPONSIBILITIES

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The Intake Specialist serves as the first point of contact for all stakeholders and performs the following duties:

- Manage intake process for all OEO clients (by email and phone) using OEO's case management system (currently, QuickBase) and generate reports as needed.
- Coordinate the numerous, sometimes complex administrative tasks of the office, including human resources paperwork, accounting/finance communications with other divisions of government, facilities management communications, and outreach mailings.
- Conduct limited research regarding relevant topics in K-12 education.
- Assist in the creation and dissemination of printed and online materials as needed.
- Assist the Associate Ombuds with managing the OEO's social media presence.
- May be assigned to manage a small independent caseload involving information sharing, limited intervention, or referral.
- Assist Ombuds and Director with administrative tasks and client work.
- Support agency Director with administrative and other tasks.
- Other duties as assigned by the Director.

DESIRABLE QUALIFICATIONS

The ideal candidate will have:

- Exceptional professionalism and skills for customer relations, intake process, social media, and scheduling.
- Expertise working with individuals facing adversity, including families or youth experiencing homelessness or involved with the juvenile justice system.
- Bilingual skills.
- Familiarity working with phone interpreter services.
- Experience working with education issues.

REQUIRED SKILLS

- High school graduation or GED and four years of increasingly responsible administrative/office support experience.
- Superior interpersonal and communication skills, including phone/email etiquette and customer service.
- Impeccable organizational skills.
- Ability to manage multiple administrative tasks with minimal supervision.
- Demonstrated expertise in working with people from a variety of racial, cultural, educational and economic backgrounds, including individuals with disabilities and individuals with limited English proficiency.
- Interest in promoting the well-being of K-12 students and family engagement.
- Ability to interact with complainants in a sensitive, respectful, and confidential manner.
- A strong background in cultural competence and the ability to exercise that skill in high conflict situations.
- Ability to conduct limited research and present results in a user-friendly format to diverse audiences.
- Ability to work both independently and as a team member.
- Ability to build positive working relationships with consumers and coworkers.
- Creativity and flexibility in addressing problems.
- Proficiency in use of technology, Microsoft desktop applications, databases, and social media.
- Ability to use standard office equipment such as copier, fax/scan, phone system, computer systems, and internet.

Process

Interested applicants should submit the following:

- (1) A letter of interest, describing specific qualifications for the position;
- (2) A current resume, detailing experience, education, and current salary;
- (3) A list of at least three professional references with current telephone numbers and email addresses; and
- (4) Personal Data sheet www.ofm.wa.gov/jobs/datasheet.doc

We encourage diverse applicants. We will consider applicants that would like to propose part-time schedules. Please note any schedule considerations in your application materials.

Please mail, email (oeoinfo@gov.wa.gov) or fax resume and cover letter by February 22, 2016 (for priority consideration) to:

Office of the Education Ombuds
155 NE 100th St. Suite #210

Seattle, WA 98125
Phone: 1-866-297-2597 toll free Fax: 206-729-3251

The position will remain open until filled. Applications will be reviewed as they are received.