



Travel Information Council Support Specialist

OPENING DATE: 04/19/2022

CLOSING DATE/TIME: 05/10/2022 10:00 a.m.

SALARY: \$17.34-25.23 per hour

Note: If successful candidate is PERS qualifying, salary range will reflect additional 6.95%.

JOB TYPE: Full-time; Permanent

LOCATION: TIC's office in Salem, Oregon. Not suitable for remote work.

AGENCY: Travel Information Council is a semi-independent state agency. Its mission is to create a great visitor experience by providing direction to destinations, connecting travelers with Oregon's resources, and ensuring safe and convenient travel. Visit our agency website at www.oregontic.com.

Examples of Duties:

1. Performs Rest Area administrative support tasks including notetaking, filing, copying and distribution of materials, researching.
2. Assists in meeting and training preparation including development and distribution of paper and electronic materials. Prepares draft minutes for Rest Area meetings and trainings.
3. Provides basic technical support and guidance to field staff as needed, including basic cell phone and computer program operations.
4. Collects performance measures data.
5. Collects vending reports from each rest area with vending machines, and contractor performance reports from each rest area for each contractor performing duties, at first of month; notes date received; enters average scores into performance measures.
6. Enters into performance measures: number of days per location that coffee was served in rest areas; traffic counts collected for each rest area; (working with Payroll) the number of hours worked per location; calculated percentage of on-time submissions from staff.
7. Collects mileage logs from staff driving agency vehicles; review for completion, errors, and schedules; submits reports to Finance Department.

8. Collects articles and prepares content for quarterly Rest Area newsletter; edits and formats; distributes electronically.
9. Coordinates and facilitates Safety Committee meetings.

Coffee Program Coordination:

10. Assists current and potential permit holders with obtaining or maintaining permits. Processes and approves free coffee program provider permit applications according to program requirements.
11. Maintains online coffee calendar and makes scheduling adjustments as needed; maintains desk manual for coffee program.
12. Scans and emails finalized coffee permits to Rest Area supervisors.

General Office Support and Records Maintenance:

13. Provides TIC central office primary reception functions; greets visitors; answers general phone line and refers calls to appropriate staff.
14. Processes incoming mail (sorts, date stamps, delivers to staff); prepares outgoing mail and UPS/FedEx packages for pick up.
15. Provides basic support and service for copiers, phones and other office machines. Contacts outside support entities as needed for more advanced issues.
16. Maintains Accounts Receivable and Payable filing. Organizes file rooms.
17. Processes monthly mailing of Accounts Receivable invoices to customers.
18. Orders office supplies, publications, business cards, etc. from vendors; distributes upon receipt.
19. Prepares and edits documents using programs including Word, Excel, PowerPoint, MS Publisher and Adobe Acrobat.
20. Edits position desk manual as needed to ensure it is up-to-date and accurate.
21. Provides backup and support to other departments as needed.
22. Performs other duties and projects as assigned.

Screening Criteria

Education and Experience:

- An Associate's degree, or vocational or technical school degree; **OR**
- Graduation from a private school of business AND one year of general clerical experience; **OR**
- Two years of general clerical experience, one year of which included typing, word processing, or other experience generating documents; **OR**
- Any satisfactory equivalent combination of education and experience which ensures the ability to perform the essential functions of the position.

Additional Requirements: The individual in this position must perform position duties in a manner which promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully; actively engage in and promote a positive work environment; develop good working relationships with agency personnel and with appropriate external partners; identify and resolve problems in a constructive manner; demonstrate openness of constructive feedback and suggestions; and contribute to a respectful work atmosphere creating a positive, productive environment focused on results. Regular attendance is an essential function required to meet the demands of this job and to provide necessary services.

Knowledge of: Standard office processes and procedures; basic tech operation/service for cell phones and software; filing; MS Office Suite programs and Adobe Acrobat Pro; Oregon public meeting laws and record retention guidelines.

Skills: Customer service; verbal and written communication; use of Microsoft Office Suite® products including spreadsheets; prioritizing and accomplishing multiple and different tasks in a busy environment; accuracy; proofreading.

Ability to: Meet the physical demands of the position; operate standard office equipment; learn and use software programs specific to position; communicate clearly with coworkers, customers, and others; prioritize projects and meet deadlines; create and edit forms; perform basic math; process, enter and/or verify detailed data; support management and front-line staff.

Physical Demands of Position:

Manual dexterity and coordination are required for over half of the daily work period (about 80%) which is spent sitting while operating office equipment such as computers, keyboards, 10-key, and telephones. Occasionally lifts up to 20 pounds. This position requires both verbal and written communication abilities; must be able to read, speak, write, and understand English.

Working Conditions:

While performing the duties of this position, the employee is primarily working indoors in an office environment with frequent interruptions. The noise level in the work environment is usually moderate and lighting is adequate. Occasional in-state travel is required to attend trainings or meetings.

HOW TO APPLY:

In an attachment by email submit a resume that includes dates, locations and job duties of your current and prior employment and a detailed cover letter. Please submit to hr.tic@tic.oregon.gov. The resume must include work experience that supports how you meet the qualifications for this position. The cover letter should clearly state how you meet the qualifications and skills required, and why you are interested in this position.

Veterans' Preference: Eligible veterans who meet the qualifications will be given veterans' preference. To receive preference, you **MUST** attach appropriate documentation as outlined by the Department of

Administrative Services at the following website <https://www.oregon.gov/jobs/Pages/Veterans.aspx> or you may call the Oregon Department of Veterans' Affairs at 1-800-692-9666.

Criminal Records Check: Employment is contingent on the outcome of a criminal records check which could result in the withdrawal of the offer or termination of employment.

TIC employees are employed "at will," which means that your TIC employment may be terminated by the employee or TIC, at any time for any lawful reason, with or without cause, and with or without advance notice.

Core Benefits:

Medical, vision and dental insurance

- Comprehensive medical, dental and vision plans for the employee and qualified family members
- \$10,000 in employee basic life insurance

Retirement benefits

- Membership in the Public Employees Retirement System (PERS)/Oregon Public Service Retirement Plan (OPSRP)

Paid leaves and other benefits:

- Sick leave earned at the rate of 8 hours per a month with no maximum accumulation
- Vacation leave earned at a minimum rate of 8 hours per month with accrual rate increases at 5-year increments
- 24 hours personal leave earned each full fiscal year
- Eleven paid holidays a year
- Employee Assistance Program offering work-life counseling, along with homeowner, legal and family resources.

Optional benefits:

- Term life (employee, spouse or domestic partner, and dependents)
- Long-term and short-term disability
- Accidental Death and Dismemberment
- Long-term care (self and eligible family members)
- Flexible spending accounts
- Option to enroll in the Oregon Savings Growth Plan, a deferred compensation program offering a wide variety of investment options.

Questions/Need Help?

If you have questions about the recruitment and selection process, please email us at hr.tic@tic.oregon.gov.

**Oregon Travel Information Council is an Equal Opportunity, Affirmative Action Employer
Committed to Workforce Diversity**