



DELAWARE JUDICIARY
ADMINISTRATIVE OFFICE OF THE COURTS

Non-Merit Position
(This position is exempt from the State of Delaware Merit Rules)

Posting #AOC0805N19

ADMINISTRATIVE SPECIALIST III

Opening Date: August 21, 2019 **Closing Date:** Until Filled
Salary: \$30,123 - \$37,654 per year (Minimum – Midpoint) Pay Grade 9*
Recruiting For: **Administrative Office of the Courts, Judicial Information Center**
Location: New Castle County **(Please check this location on your application)**

*Salary applicable for this position is based upon the qualifications of the individual applicant.

Summary Statement: The Judicial Information Center (JIC) is the technology division that supports the Delaware Judicial Branch as part of the Administrative Office of the Courts. JIC is seeking an Administrative Specialist III for their office location in New Castle County. This position manages the day-to-day office operations for the organization and serves as the primary point of contact for visitors and phone contacts. Duties of this position include:

- Applies agency laws, rules, regulations, policies and procedures in maintaining and processing agency information.
- Creates official agency word processing documents; creates and maintains spreadsheets; creates original presentations using software packages.
- Serves as a liaison with the public, clients, agency staff and others to exchange information;
- Greets and securely manages visitors to the JIC Offices.
- Assures effective coordination of operational functions.
- Establishes tracking and monitoring systems and conducts follow up to ensure effective resolution of matters. This includes things such as leave tracking, supplies, office maintenance, and mail and package delivery.
- Obtains, organizes and drafts technical and administrative material necessary for public information or departmental use.
- Collects and compiles data to prepare reports and provide supporting documentation.

- Analyzes routine operating practices and procedures and makes recommendations to ensure smooth and efficient office operation.
- Maintains and controls data and/or filing systems to ensure effective, accurate and easily retrievable documentation of operations, program and project activities.
- Coordinate with facilities and other vendors to address maintenance needs.
- Provide support to the Information Systems Manager as needed, including access to confidential information.

This position offers excellent benefits, including a 7.5-hour workday, 12 State/Federal paid holidays, as well as generous monthly-accrued vacation and sick time.

Minimum Qualifications: Please address each item separately on the Minimum Qualifications page of the application. Failure to do so will result in disqualification. Applicants must meet each of the following qualifications. Failure in any one area will result in a rating of “not qualified.” Resumes may not be substituted for the application.

1. Two years experience in coordinating administrative support operations, tracking workflow and resolving problems, providing guidance and consultation to management, customers and others on administrative matters.
2. Two years experience in conducting research from multiple sources, analyzing data collected and preparing reports, letters, and administrative documents.
3. One year experience in using an automated information system to enter, update, modify, delete, retrieve/inquire and report on data.
4. One year experience in using standard computer software programs for word processing, spreadsheets or databases.
5. Ability to communicate courteously and effectively, both verbally and in writing, including the ability to communicate complex, technical information in a format appropriate to ensure audience comprehension with a diverse group of clients such as end-users, staff, and coworkers.

Conditions of Employment:

- Direct deposit of paychecks is required as a condition of employment.
- A satisfactory criminal background check is required as a condition of employment.

Benefits: To learn more about the comprehensive benefit package please visit the website at <https://dhr.delaware.gov/benefits/agencies/index.shtml>.

Submitting Your Application: Visit the website at <http://courts.delaware.gov/career/> and click on “apply” next to the job posting. Then print, or complete and print, the Judicial Branch Non-Merit Employment Application in either Microsoft® Word or PDF format. Applications should be submitted by any one of the formats listed below prior to the closing date stated on this announcement.

1. Send your application as an e-mail attachment with the words “Application Form” in the subject line to: apps.aoc@delaware.gov (**preferred method**)
2. Fax your application to: (302) 255-2482, Attention: Human Resources

3. Mail your application to:
Administrative Office of the Courts
The Renaissance Centre
405 N. King Street, Suite 507
Wilmington, DE 19801-3700

Attachments to Applications:

- Please do not submit copies of evaluations, letters of reference, training certificates, or college transcripts unless requested.
- If supplemental information is requested by the posting, be sure to include it when you submit your application prior to the closing date.
- Applications or additional information will not be accepted after the closing date.
- Resumes will not be accepted unless accompanied by the application.

Accommodations:

- Accommodations are available for applicants with disabilities in all phases of the application and employment process. To request an auxiliary aid or service please call (302) 739-5458.
- TDD users should call the Delaware Relay Service Number 1-800-232-5460 for assistance.

**The Delaware Judiciary
An Equal Opportunity and Affirmative Action Employer**

General Statement of Benefits



Administrative Office of the Courts

The Delaware Judiciary is one of the three branches of State government, and as such, its full-time employees enjoy all of the fringe benefits (and more) offered by the State of Delaware, which are summarized here. **For more detailed information on any of the benefit plans, please visit the website of the State Benefits Office (SBO) at <https://dhr.delaware.gov/benefits/agencies/index.shtml>.** Please note that these benefits are subject to change and eligibility is subject to the rules as outlined in each of the plan documents.

Parking: Parking is provided to full-time Judicial Branch employees, including those who work in the City of Wilmington.

Health Insurance: The State will pick up part of the cost of coverage starting on the first of the month following three full months of service. Employees also have the opportunity to enroll in coverage earlier by paying the full cost. Available options include two plans from Highmark Delaware - the First State Basic Plan and the Comprehensive PPO Plan; and two plans from Aetna - the HMO Plan and the CDH Gold Plan. Costs range from \$27.84 for a basic PPO individual plan to \$105.18 for a comprehensive PPO family plan. Rates and plan comparisons are available on the SBO website at <https://dhr.delaware.gov/benefits/agencies/health-plans.shtml>. Additional benefits included with your health plan enrollment include prescription coverage through Express Scripts, health management through DelaWell, an employee assistance program managed by Health Advocate, Surgery Plus, and the Livongo Diabetes Monitoring Program.

Dental Insurance: Options include Delta Dental and Dominion National at costs ranging from \$25.62 for an individual HMO plan to \$125.84 per month for a Family PPO plan.

Vision Insurance: A vision care plan is available through EyeMed at a cost ranging from \$6.46 for an individual to \$16.78 for family coverage.

Life Insurance: Portable life insurance may be purchased at group rates through Securian Financial. You may enroll in your first 90 days of employment with no medical questions.

Short- and Long-term Disability: New employees are automatically enrolled in the short- and long-term disability plans administered by The Hartford.

Pension: Membership in the State Employees' Pension Program is mandatory. Employees contribute 5% of earnings, excluding the first \$6,000 of wages each calendar year. Eligibility rules for this defined benefit program may be found on the website of the State Pension Office - https://open.omb.delaware.gov/pensionPlans/StateEmp/sep_menu.shtml.

Deferred Compensation: Optional tax-deferred account (457-b) available through VOYA Financial.

Paid Leave: Ten paid holidays per year (eleven during election years) plus two floating holidays; 9.50 hours of sick leave per completed month of service, and 13.25 hours of annual leave (vacation) per completed month.

Supplemental Benefits: Direct deposit, AFLAC supplemental insurance, flexible spending accounts, paid parental leave (after one year of service), and pre-tax commuter benefits are available.

Please contact the AOC Human Resources Office at (302) 255-2523 or (302) 255-0096 with any questions.