



NC STATE BOARD OF EXAMINERS OF ELECTRICAL CONTRACTORS

505 N. Greenfield Pkwy, Suite 100, Garner, NC 27529
Phone (919) 733-9042 Fax (800) 691-8399 Web www.ncbeec.org

BOARD EMPLOYMENT OPPORTUNITY

Position Title: Administrative Assistant

Salary: \$37,205 – \$60,607 (*Grade 9*)

Benefits: Generous benefits package including retirement; paid vacation and sick leave; health insurance; dental insurance; life insurance; 401k plan and longevity pay.

Work Schedule: 7:30 a.m. to 4:00 p.m. with 30-minute lunch break.

Position Summary:

Serves as a first point of contact to the public and performs a wide variety of administrative functions in support of licensing, examinations, and processing of documents for the N.C. State Board of Examiners of Electrical Contractors. This employee serves as a key contact for all licensing and examinations processing. Work is supervised by the Office Manager and includes performing general administrative support duties. The position may include serving as the receptionist and requires knowledge of the Board's activities, processes, and services. Excellent customer service is a vital component of this position as is the need for thoroughness, accuracy, and attention to detail.

Duties and Responsibilities:

- Provides clerical support to Office Manager.
- Provides general customer service, effectively and politely communicates with licensee's and general public; handles inquiries applying technical knowledge of office and Board processes and procedures.
- Answers telephone and greets visitors entering reception, directs calls/visitors appropriately if needed.
- Reviews and verifies all documents and records thoroughly to ensure accuracy and completeness.
- Inputs data to information system and other databases; creates records pertaining to licensing and/or examination activities, maintains digital files and records in the information system/database.
- Composes documents for licensees, general public, etc. utilizing Microsoft Office programs and various databases.
- Verifies and accepts payments; inputs data and generates deposit records; generates reports as required such as settlement batches and receipts.
- Functions as part of admin support team in managing all license and examination processing; creates and transmits examinee and/or licensee files to various entities; assists examinees and/or licensees with problems, questions or concerns.
- Conducts history searches and criminal background checks as required.
- Cross-trains in all office duties and functions should the need for additional support arise.
- Serve as backup to other staff in processing and answering calls during peak workload times.
- Other duties as assigned.

Knowledge, Skills, and Abilities:

- Thorough working knowledge of applications such as Adobe Acrobat and the Microsoft Office suite of programs.
- Ability to plan, organize and work independently, and to set own work priorities with multiple demands while displaying attention to detail and accuracy.
- Able to communicate effectively and demonstrates ability to express oneself clearly and concisely in both oral and written forms.
- Ability to establish and maintain effective working relationships with electrical contractor applicants, licensees, continuing education sponsors, instructors, vendors, the general public, and internal supervisors and peers.

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Education and Experience:

- High school graduate with considerable experience at an advanced level in an office environment.
- Experience in customer service and administrative support; or equivalent education and experience.
- Must hold a valid NC driver's license and submit to a drug screening and background check.

Application Instructions:

1. Complete and submit a State of North Carolina Application for Employment to be considered (attached). Resumes will not be accepted in lieu of completing an application. The application must be completed in full and must be signed. Failure to complete the application completely, including your signature, may result in you not being considered for the vacant position. If you worked for one employer and held more than one position, please list separately each job held and your duties for each position.
2. For additional information regarding the position, please contact Tim Norman at (919) 733-9042 ext. 202.
3. Applications will be accepted until position is filled.
4. Submit your completed application to:
Attn: Morgan King
NC Board of Examiners of Electrical Contractors
505 N. Greenfield Parkway, Suite 100
Garner, NC 27529