

WRITING YOUR **LETTER OF** **INTEREST**

King County Layoff Recall Program

WRITING YOUR LETTER OF INTEREST

The Purpose of the Letter

The purpose of the letter of interest is to show how your background and experience meet or exceed the requirements of the position for which you are applying. To accomplish this, the letter must specifically demonstrate how your current and past employment has prepared you to perform the functions of the job. **IMPORTANT NOTE:** This is not your typical one page cover letter. This letter may be several pages long. It will take approximately 10-12 hours to complete, including brainstorming, drafting and editing.

Key Elements of the Letter

Your letter should be organized in a business letter format and contain the elements shown below. Use an 11 or 12 font, preferably in Arial or New Times Roman. Avoid odd fonts.

Date/Address/Salutation

With a little research (if the information is not provided on the job announcement) it is possible to identify the person to whom you should address the letter. Addressing the letter to a real person is much better than addressing it *To Whom It May Concern* or *Dear Sir or Madam*, etc. If you cannot identify the person to whom the letter should be addressed, skip the salutation altogether and use a "re: line" instead as shown below:

King County Department of Transportation
Transit Division Human Resources
King Street Center M.S. KSC-TR-0419
201 South King Street
Seattle, WA 98104

RE: Administrative Specialist 2, Job Announcement # 01CY1964

Opening paragraph

Identify the job you are applying for and provide some general background about yourself. Cut to the chase and avoid pointless flourishes such as "*I reviewed your job description with great interest*" or "*Enclosed forthwith are my application materials for...*". These are real examples writers have used. Provided below is a simple straightforward example.

I am writing to apply for the position of Human Resources Coordinator with the Transit Division of the Department of Transportation. I have eleven years of experience in human resources and personnel services. From 1988 to 1997, I was employed as a Personnel Analyst and Civil Rights Specialist for the King County Office of Human Resources Management. I am currently the Placement Coordinator for the Department of Stadium Administration.

Paragraphs covering the specific functions and qualifications of the job

The body of the letter will be a series of paragraphs addressing the qualifications and primary job functions in the job announcement, using the brainstorming and drafting techniques described on

the previous pages. Address the most important topics first. The order of importance is usually indicated by the order in which items appear in the job announcement.

Paragraph on computer use (if applicable)

The majority of positions in King County require some level of proficiency in the use of personal computers. Word, Access and Excel are the three programs most often noted in job announcements. You should identify the programs you know how to use, indicate your level of proficiency, and describe what you use the programs for. An example is provided below:

I have strong computer and data entry skills, and am very proficient in Excel, Access and Word. I use Excel spreadsheets, with formulas as applicable, to create files for revenue officers to track phone call collections monthly and compile an annual report; produce an annual report on tax collection contracts with small cities in King County; identify and track tax write-offs (uncollectibles) on an annual basis; and create forms for gambling tax statements. I use Access to monitor bankruptcy accounts, for which I have lead responsibility, entering and updating all pertinent information and maintaining the bankruptcy accounts database.

I use Word to compose individual responses to taxpayer inquiries, produce all correspondence related to gambling tax accounts and bankruptcy accounts, and maintain and update mailing lists. I have also used Word to develop a standard operating procedures manual for gambling tax accounts and bankruptcy accounts, and to create flyers, brochures, and public notices. In addition, I have used Paint and PowerPoint to develop content and format for informational brochures, and have some working knowledge of HTML and web design.

Final paragraph on personal qualities/conclusion

After you've established your credibility in terms of your professional experience and background, the final paragraph or two is a good place to describe your personal attributes as they relate to the job. Personal attributes include traits like being a team player, flexibility, problem solver, ability to multi-task, ability to work effectively with a variety of people, ability to work in a fast-paced environment, being well organized, meeting deadlines, being reliable, etc. Here are some examples:

- Based on my experience, I have a proven track record of working effectively in a fast-paced environment, finding new ways to solve problems, meeting the varied and often difficult demands of our customers, and being flexible enough to address problems as they come up while maintaining my workload. Throughout my career, I have worked well with management, line employees, customers and the public. I think my background and skills would be an asset to you.
- I consistently maintain the high level of service required by the Treasury Division, and, as the occasion demands, am able to reprioritize my work to adjust to circumstances. I am reliable, follow through on my assignments, work well in a team environment, and am a well-organized, detail-oriented employee. My King County application and resume are enclosed. I believe you would find my skills and experience an asset to the Department of Judicial Administration. Thank you for your consideration.

How to Draft Your Letter

As noted above, the purpose of the letter of interest is to show how your background and experience meet or exceed the requirements of the position for which you are applying. Typically, your generic one page cover letter cannot accomplish this. The letter of interest may be several pages long and may take approximately 10-14 hours to complete.

To brainstorm, draft and finalize your letter, you should plan to spread your effort out over several days, working initially a couple of hours at a time to brainstorm (total 4-6 hours), and then working in a longer block of time to develop your draft from your brainstorming notes. This will work best if you create a schedule and stick to it.

<u>Day 1</u>	<u>Day 2</u>	<u>Day 3</u>	<u>Day 4</u>	<u>Day 5</u>
Brainstorm job functions 1-4 2 hours	Brainstorm job functions 5-8 2 hours	Brainstorm job functions 9-12 2 hours	Draft letter 4 hours	Draft, edit and finalize letter 2 – 4 hours

Give yourself ample pad space to take notes. Review each sentence in the qualifications and job functions sections of the announcement. Write each sentence at the top of a blank page, using a separate page for each sentence. *Do not write your answers in sentences.* Create lists instead to first determine how much information you have to work with.

- Gather your existing information: use past resumes, applications, cover letters, the job announcement.
- Then brainstorm on the primary job functions and qualifications
- Do not begin drafting until you are finished brainstorming

Focus on the subject of each sentence in the qualifications and job functions and ask yourself the following questions:

- When did I do this? List dates by month/year for employment/volunteer work.
- Where did I do this? List employers/organizations worked for and job titles.
- How did I do this? List tools used, methods applied, activities performed.
- Who did I do it for? List internal and external customers.
- How often did I do this? Quantify frequency of activity. Times per day/month.

As you answer these questions, also consider the variety and complexity of your job duties and experience.

Variety gives the reviewers an idea of the range of your experience and how many different functions you are able to perform. For instance, if the topic is about providing customer service, consider

- the ways you interfaced with customers (in-person, by phone, via email or letter).
- the kinds of service you provided them (answered questions, directed to right person, resolved service problems).
- the different methods you used to satisfy the customer

Complexity gives the reviewers an idea of how well you can analyze, solve problems and make decisions. For instance, if the topic is about prioritizing and managing your workload, consider:

- the factors you take into account when you determine the importance of a task relative to other tasks (due date, who it's for, importance of issue, etc.).
- the methods you use to keep organized (calendars, MS schedule, task lists, tickler files)

The lists you create for each topic should provide you with enough information to write a paragraph about that topic.

Quantification. Provide the reviewers with enough specific information to enable them to evaluate your application. One of the best ways to do this is to quantify your experience. Present your information in a way that tells how often you performed a specific task (frequency) and over what period of time you performed the task (duration).

For example, if you are asked to describe your experience managing a multi-line phone system, you could say either:

I am very experienced managing a multi-line phone system.

or

I have three years of experience managing a multiline phone system for a staff of twelve responding to and directing an average of 100 calls a day.

Clearly, choice number two provides much better information to the evaluator.

Here's a finished example of a paragraph about the ability to respond to customer inquiries.

While employed as a Civil Rights Specialist and Personnel Analyst for the Office of Human Resources Management between April 1988 and July 1998, I responded to numerous customer inquiries on a daily basis. Customer inquiries covered a range of topics, including the County's affirmative action plan, work force demographics, the job application and selection process, personnel guidelines, the availability of position openings, job accommodation, employee discipline, and a variety of other human resources areas. My customers included County employees, supervisors and managers, the Executive Office, the Office of the Prosecuting Attorney, job applicants, and the general public. I responded to these inquiries by telephone, in person, in writing by means of memoranda and reports, and on occasion, in formal depositions.

Sample Brainstorms

Brainstorming Example # 1

Job Function: Verify and give out information based on King County guidelines and union contracts.

When did I do this? 1992 thru 1998

Where did I do this? KC DNR/WLRD- Office Technician II

How did I do this?

1. Respond to employees' or payroll office's verification of employee's overtime, vacation, comptime or holiday pay entitlement based on their union contracts or King County guidelines for career service employees.
2. Determined overtime/holiday/comptime eligibility by verifying each employees' FLSA status and whether employees were represented or non-represented where overtime eligibility varied depending on their union contracts or King County guidelines if they were non-represented employees.
3. Sent e-mail regarding changes on the above entitlements to employees affected by the change each time a new contract was signed and put into effect.

How often did I do this?

On items 1 & 2. I received and responded to an average of 10 inquiries per pay period.
On item 3 once each time a new labor union contract was signed. Around once in 3 years for Local 17 and Local 117.

Who did I do this for?

1. My supervisor and our division's Finance Manager
2. Division's Payroll Office
3. Employees'

Paragraph developed from brainstorming information above

To verify employee entitlement for overtime, compensatory time, sick leave, holiday pay, vacation, etc. I would review appropriate documentation, identify employee FLSA and represented/non-represented status, and check employee accruals. If the employee was represented, I responded to the request based on the bargaining unit provisions. If the employee was not represented, I would apply King County guidelines. I performed this activity at every pay period and processed upwards of 250 requests per year. When bargaining unit provisions changed with the implementation of a new contract, I would notify all applicable employees of the new provisions

Brainstorming Example # 2

Job Function: Develop various reports as requested.

When did I do this? 1966 to 1987, 1988 to 1991, 1991 up to present

Where did I do this?

U. S. Naval Supply Depot, Subic Bay Phil. (Various positions)
Seattle Art Museum- Accounts Payable
King County (Various departments and positions)

How did I do this?

1. Determined what accounting report was needed, to who was the report to be submitted, for what purpose would the report be used and the deadline of submission.
2. Based on information gathered, conducted research to determine whether all information and data needed were available.
3. Prepared manual/computerized worksheets to reflect needed data and calculations.
4. Prepared reports based on the worksheets.
5. Submitted reports to the requestor on or before the due date.

How often did I do this? Too numerous to count.

Who did I do this for? My supervisor and higher officials, Fund grantors, Other departments, Co-employees

Paragraphs developed from brainstorming information above

I am experienced in developing a variety of reports and have performed this activity in all the employment areas noted above. My report development activities included identification of the type and purpose of the accounting report required; conducting research to determine the availability and completeness of the information needed; and the preparation of manual and computerized worksheets to present data and calculations. I would then prepare the reports based on the worksheets and submit them to the requestor on or before the due date. I performed this activity on a frequent ongoing basis in response to requests from my supervisors, managers, other departments, and fund grantors.

In a similar manner, I responded to division and department requests for research and, ad hoc studies on new procedures and policies. To accomplish my task, I studied the topic by reviewing all available materials; solicited opinions from the experts in the field; observed how the others applied procedures or policies; evaluated the impact of the new procedures on current operations; identified what resources and operations were needed to convert into the new procedures; and determined the degree of efficiency and cost savings that could be derived from converting to these new procedures. Based on information gathered, I presented my findings to management. In addition to numerous ad hoc requests, I have conducted two formal studies of this nature.

SOME OTHER POINTS TO REMEMBER

Put yourself in the picture. *This is a sell yourself proposition. Take credit for what you have done and know how to do.* When you write your letter, use the word “I” to describe your background experience and responsibilities, and to identify your role.

Use the active voice. If you write in the passive voice you end up sounding like a textbook. For example:

Passive voice: A monthly assignment schedule was developed and maintained to manage and prioritize my workload.

Active voice I developed and maintained a monthly assignment schedule to manage and prioritize my workload.

Consider style. Avoid slang and jargon. Be active, clear, concise, specific and conscious of flow. Many writers get stuck on the idea that every sentence has to start with the word “I”. You can avoid this by tacking a short subordinate clause on the front of some sentences or beginning with the word “My”. Some examples are provided below:

- From March 1989 through April 1992, I ...
- As Administrative Specialist 1 with the Transit Division, I...
- In addition to providing in-person counter services for customers, I...
- While assigned to the Public Involvement Section, I...
- In my role as liaison for the management team, I
- My primary responsibilities included...

Avoid stating the obvious or using pointless flourishes. Stay away from phrases like “*I have reviewed the job announcement with great interest*” or “*based on the qualifications I am the ideal candidate*” or “*perfect match for the position.*” Instead, demonstrate your interest and suitability for the position by providing specific quantifiable information on your background and experience.

Also, it is not necessary to say, “*I look forward to interviewing*”, or “*I am really interested in this job*”, or “*I hope to hear from you soon*” etc. Nor is there a need to provide information on where and how you can be contacted. This information is already on your resume and King County application form. Do not provide your references or state that they are available on request. You will provide your references at the interview.

Phrases like the ones noted above simply take up valuable space in your letter and do little to show that you are a strong candidate.

Before You Submit Your Letter

- Use Spellcheck
- Print out letter and eyeball check the hard copy for spelling, grammar and format
- Have someone else proofread hard copy
- Keep a copy for yourself and place it in a labeled folder along with your resume, King County application form and job announcement

BRAINSTORMING WORKSHEET

Job Function/Qualification: _____

In which job(s) did you perform this function?

<u>JOB TITLE</u>	<u>EMPLOYER NAME</u>	<u>DATES (MM/YY)</u>	<u>TOTAL Y/M</u>
a. _____	_____	_____	_____
b. _____	_____	_____	_____
c. _____	_____	_____	_____
d. _____	_____	_____	_____

How often did you perform this function? (Times per day, week, month, or year)

- JOB a. _____
- JOB b. _____
- JOB c. _____
- JOB d. _____

How many? or How big? (Quantify how many [customers, projects, staff supervised].
Quantify how big [size of budget, cost of project, area or groups impacted])

- JOB a. _____

- JOB b. _____

- JOB c. _____

- JOB d. _____

How and in what different ways did you perform this function? (Describe methods, processes, tools used to perform function)

JOB a. _____

JOB b. _____

JOB c. _____

JOB d. _____

What was your role and for whom did you perform this function?

YOUR ROLE

WHO YOU DID THIS FOR

JOB a. _____

JOB b. _____

JOB c. _____

JOB d. _____

Additional Information/Notes

Provided below are some examples of completed letters of interest. Each letter is followed by the job announcement the letter was responding to. Note how the opening sentence of many paragraphs is often used to identify which job function from the announcement is being addressed by the writer.

August 17, 2001

Ms. XXXX XXXXX
King County Department of Judicial Administration
King County Courthouse, E-609
516 Third Avenue, M.S. KCC-JA-0609
Seattle, WA 98104

Dear Ms. XXXXX:

I am writing to apply for the position of Legal Administrative Specialist II. I have been a King County employee for more than nine years. From March 1992 to March 1993, I served as a Cashier 1 with the Department of Development and Environmental Services. Since April 1994 I have been employed by the Treasury Division of the Department of Finance as an Administrative Specialist 2.

A major element of my work in the Treasury Division involves processing large numbers of legal and other documents, primarily pertaining to bankruptcy claims, gambling tax returns, and mobile home permits. This includes reviewing documents for completeness and accuracy, referring issues to Revenue Officers as required, and corresponding with taxpayers to obtain additional or correct information. In addition, I must often cite applicable state laws, policies and procedures, and explain complex legal or technical terms in everyday language for taxpayers.

Some of my other duties in the Treasury Division are researching and troubleshooting incorrect payments, reconciling payments on a daily basis, sending out late payment notifications, referring delinquent accounts to the Prosecuting Attorney's Office for action, and working with the Medical Examiner regarding the auction of the property of deceased individuals. In addition, I order forms and some supplies for office, and serve as the contact for office machine vendor suppliers.

As both a Cashier 1 with DDES and in my current position with the Treasury Division, I have had frequent contact with a variety of customers both on the telephone and in person. My customers include taxpayers and the general public; internal customers such as Revenue Officers from my own division, staff from the Prosecuting Attorney's Office and Department of Assessments; and external customers such as municipalities, county governments, the State Department of Revenue, and the Gambling Commission.

The types of inquiries I respond to in my present position involve information about taxpayer history of ownership, payments and bankruptcies; state laws and requirements pertaining to the collection of personal property taxes and other policies and procedures; questions about tax statements received by taxpayers; and requests about payment plans to pay outstanding taxes. April and October, when taxes are due, tend to generate the greatest volume of contacts.

Throughout the year, my telephone contacts range from 10-30 per hour while my in-person contacts average about 3-5 per hour.

As might be expected in dealing with building permit fees and tax payments, some of the public customers I dealt with can be quite upset, irate and ill mannered. In all instances, I strive to deal with the customer in a respectful and firm manner, listening rather than arguing, allowing time for the individual to vent his/her frustration, and then clearly explaining the applicable guidelines and requirements. I place a high priority on providing quality customer service regardless of whether the customer is friendly or angry. My experience has enabled me to deal effectively with a diverse customer base, resolve problems quickly, and provide efficient customer service. Even under stress, I am able to address customer needs with discretion, patience and professionalism. I apply this same approach with management and coworkers to achieve a similar result.

I have strong computer and data entry skills, and am very proficient in Excel, Access and Word. I use Excel spreadsheets, with formulas as applicable, to create files for revenue officers to track phone call collections monthly and compile an annual report; produce an annual report on tax collection contracts with small cities in King County; identify and track tax write-offs (uncollectibles) on an annual basis; and create forms for gambling tax statements. I use Access to monitor bankruptcy accounts, for which I have lead responsibility, entering and updating all pertinent information and maintaining the bankruptcy accounts database.

I use Word to compose individual responses to taxpayer inquiries, produce all correspondence related to gambling tax accounts and bankruptcy accounts, and maintain and update mailing lists. I have also used Word to develop a standard operating procedures manual for gambling tax accounts and bankruptcy accounts, and to create flyers, brochures, and public notices. In addition, I have used Paint and PowerPoint to develop content and format for informational brochures, and have some working knowledge of HTML and web design.

I consistently maintain the high level of service required by the Treasury Division, and, as the occasion demands, am able to reprioritize my work to adjust to circumstances. I am reliable, follow through on my assignments, work well in a team environment, and am a well-organized, detail-oriented employee. My King County application and resume are enclosed. I believe you would find my skills and experience an asset to the Department of Judicial Administration. Thank you for your consideration.

Sincerely,

Your name
Your street/ mailing address
Your city, state and zip code

LEGAL ADMINISTRATIVE SPECIALIST II

DEPARTMENT OF JUDICIAL ADMINISTRATION
Hourly Rate Range \$14.4179 - \$18.2755
Job Announcement No.:
OPEN: CLOSE:

WHERE TO APPLY: Required forms and materials **must** be sent to: **500 4th Ave, Room 450, Seattle, WA 98104**. Application materials must be received by 4:30 p.m. on the closing date. (Postmarks are NOT ACCEPTED.) Contact Staci Henderson (206) 296-7844 for further inquiries.
PLEASE NOTE: Applications not received at the location specified above may not be processed.

WHO MAY APPLY: This position is open concurrently to all King County Employees and the general public. First consideration will be given to qualified King County career service employees.

FORMS AND MATERIALS REQUIRED: A King County application form, résumé and letter of interest detailing your background and describing how you meet or exceed the requirements.

WORK LOCATION: King County Courthouse, Seattle, WA

WORK SCHEDULE: This position is overtime eligible. 40 hour work week; Monday through Friday.

PRIMARY JOB FUNCTIONS: This position, under general supervision, will perform document sorting, mail processing, supply coordinating, and data entry tasks for the Superior Court Clerk's office. The person in this position will be required to perform duties below:

- Process a large volume of legal documents pursuant to R.C.W's, court rules and department procedures. Sorting and routing incoming documents to appropriate sections/divisions/departments.
- Independently process, track, and coordinate supplies for the department. Placing orders, working with vendors and departmental staff to ensure that correct products are ordered and received.
- Determine appropriate workflow and process electronic images of legal documents.
- Create and use macro formulas to reduce keyboard strokes.
- Perform production typing and data entry with high speed and accuracy.
- Answer public inquiries over the phone and in person.
- Serve as a backup to the confidential secretary, word processing specialist, and payroll clerk.
- Maintain reliable dependable attendance.

QUALIFICATIONS: High school diploma or equivalent. Demonstrated knowledge or ability in the following areas: court procedures and legal terminology; Word for Windows, Excel, strong and effective communication and interpersonal skills; ability to prioritize and organize unit workloads; ability to handle multiple tasks simultaneously. Must have strong typing and/or data entry skills with 50 wpm minimum. Must be able to work in a team environment. Minimum two years experience in the areas listed above, OR equivalent education and/or experience that provides the knowledge to meet the job requirements.

SPECIAL REQUIREMENTS: No felony convictions in the last seven years.
September 24, 2001

XXXX XXXXX, Payroll Services Supervisor

Personnel Division
Department of Public Health-Seattle-King County
999 Third Avenue, Suite 1230
Seattle, WA 98104

Dear Ms. XXXXX:

I am writing to apply for the position of Payroll Account Representative (Fiscal Specialist IV) in the Department of Public Health. I have a total of ten years of fiscal management experience in King County, including payroll, and an additional twenty years of financial support, professional accounting, and auditing experience with the U.S. Navy. Since 1991 I have been employed in positions of increasing responsibility in King County, as an Office Technician II with the Department of Natural Resources (DNR), Fiscal Specialist III in the Department of Transportation (DOT), and in my current position as Account II with the Department of Information and Administrative Services (DIAS).

Based on my employment in King County, primarily as an Office Technician II with the King County Department of Natural Resources, Water and Land Resources Division (DNR/WLRD) from 1992 through 1998, I have performed timekeeping functions; processed changes in employee pay, address, and benefit payments; added and updated employees in the King County online directory; verified and provided information based on King County guidelines and union contracts; prepared and maintained personnel files; processed payroll documents; and responded to employee questions regarding payroll.

Based on my employment with the U.S. Navy Supply Depot from 1966 to 1987, primarily as a Supervisory Operating Accountant from 1979 through 1982, and as an Auditor from 1982 through 1987, I have provided employment verifications and researched payroll history; made calculations for special payments and adjustments; provided training, supervision, active communication and direction to timekeepers; provided annual timekeeper duty evaluations; and visited assigned sites to monitor, supervise, answer questions, and train timekeepers. Throughout my employment history, I have developed a variety of reports on a regular and ad hoc basis as required.

My experience in timekeeping is as follows. Semi-monthly, upon receipt of personnel action forms, I updated personnel timesheets, identified the sections affected by the change, created records and employee files for new hires, deleted employee records from the semi-monthly timesheets, and transferred personnel files from active to inactive status. In addition, I received personnel action forms to process pay changes, address changes, benefit payments, and add or update employee information in the King County online directory. The original copy of personnel forms was processed and a copy was filed in the employee's folder.

To verify employee entitlement for overtime, compensatory time, sick leave, holiday pay, vacation, etc. I would review appropriate documentation, identify employee FLSA and represented/non-represented status, and check employee accruals. If the employee was represented, I responded to the request based on the bargaining unit provisions. If the employee was not represented, I would apply King County guidelines. I performed this

activity at every pay period and processed upwards of 250 requests per year. When bargaining unit provisions changed with the implementation of a new contract, I would notify all applicable employees of the new provisions

I prepared and maintained bi-weekly timesheets for more than 100 employees. Based on employee absence requests and labor distribution forms, I posted vacation leave, sick leave, holiday leave and compensatory time hours taken during the period for each employee. In addition, I summarized regular and overtime hours worked; vacation, holiday, sick leave and compensatory hours taken; and reviewed and reconciled employees' labor distribution forms with semi-monthly timesheets. I maintained files of completed semi-monthly timesheets and labor distribution forms for future audit or verification, and maintained folders for each employee containing all payroll documents processed.

I processed payroll documents and data for more than 100 employees. My duties included: preparation of employee semi-monthly timesheets by recording overtime, regular, holiday, vacation, sick leave, and compensatory time hours based on employees' labor distribution sheets, absence requests, approved overtime requests, and approved compensatory time forms; updating of semi-monthly timesheets by adding new hires and deleting terminated and transferred employees based on personnel action forms received from the personnel office; routing of personnel forms affecting changes in pay range, W-2 status, and employee deductions to payroll for processing; and verification and batch preparation of processed labor distribution sheets. I also logged labor distribution sheet batches and sent them to payroll control for keypunch and input.

Also at King County, on a regular basis, I responded to employee questions over the phone or via e-mail regarding a range of pay issues including inquiries about paid and unpaid vacation, sick leave, holiday leave, compensatory time, and regular/overtime hours worked. To respond to employee questions, I reviewed past timesheets to determine whether the above hours were accurately paid or credited to them. For employee inquiries regarding step and merit increases, erroneous pay or leave balances, and withholding and other salary deductions, I coordinated with payroll or personnel and transmitted the information back to the employee by phone or e-mail.

As an Auditor with the U. S. Naval Supply Depot from 1982 through 1987, I researched payroll records, timesheets and payroll registers. This included verifying the accuracy of payroll registers by conducting research on employee records and timecards to establish accuracy of rate of pay, salary deductions, leave taken, accrual earned, overtime pay etc. based on departmental policy and union contracts. In addition, I verified internal control procedures to determine whether there were adequate checks and balances in the processing and approval of timecards, payroll inputs and adjustments and paychecks, and to ensure that no one individual had complete control of payroll preparation and employees' approval for entitlements. I performed this activity by researching employee records including hiring/termination documents, approved and processed leave requests, overtime requests, and weekly timecards.

In the same capacity, I reviewed pay rate adjustments and requests for special payments from personnel office. My actions included determination of conformity of pay adjustments with department guidelines and labor union contracts; and review of sample document computations for accuracy by deducting previous rates from the new rates to determine net pay, increase or decrease. I also traced the particular transactions from input to final postings in the payroll register. On an annual basis, I reviewed about 150 samples

As Supervisory Operating Accountant for the U.S. Naval Depot, I supervised and trained fiscal support staff and accounting technicians on an ongoing basis. In this capacity, I trained and supervised eight staff. My activities included developing and writing detailed desk guides and instructions for staff; conducting one on one or group training as appropriate; assisting employees to resolve problems by providing them with relevant information and technical assistance; and informing and guiding employees on changes in current procedures either verbally or through written memos.

In addition, I conducted employee performance evaluations for the eight employees under my supervision. Criteria for evaluation included measurement of employees' quality of work based on a comparison of the accuracy and timeliness of their work and compared with the standard accuracy rate, and measurement of employees' quantity of work based on the volume of data entered, number of accounts reconciled, number of reports submitted, etc., compared with the standard volume of work. I also measured employees' adaptability by noting how they prioritized and organized their work, how they responded to changes in their work, and how they interacted with their co-employees, employees of other departments and their customers. In addition, I considered how well they communicated orally and in writing, their attendance, punctuality and overall work ethic.

I am experienced in visiting work sites to monitor, answer questions and train employees. As Supervisory Operating Accountant and Auditor at U. S. Naval Supply Depot, I conducted visits to work sites to monitor work performance to determine conformity with approved guidelines and safety regulations. If a deviation from the regular operating procedure was identified, I would interview the employee to determine the cause. When audit findings were contested, I would respond to employee questions and provide employees with information and technical assistance relating to the audit findings. If an issue could not be immediately addressed, I would let the employee know that I would research the problem and contact them as soon as I had the answer. In addition, I trained employees on proper procedures if work performed was not in conformity with written or verbal guidelines, or when a change was made in current procedures as a result of an audit or direction from higher authorities. I conducted an average of six formal audits annually, in addition to providing technical assistance as required.

I am experienced in developing a variety of reports and have performed this activity in all the employment areas noted above. My report development activities included identification of the type and purpose of the accounting report required; conducting research to determine the availability and completeness of the information needed; and the preparation of manual and computerized worksheets to present data and calculations. I would then prepare the reports based on the worksheets and submit them to the requestor on or before the due date. I performed this activity on a frequent ongoing basis

in response to requests from my supervisors, managers, other departments, and fund grantors.

In a similar manner, I responded to division and department requests for research and, ad hoc studies on new procedures and policies. To accomplish my task, I studied the topic by reviewing all available materials; solicited opinions from the experts in the field; observed how the others applied procedures or policies; evaluated the impact of the new procedures on current operations; identified what resources and operations were needed to convert into the new procedures; and determined the degree of efficiency and cost savings that could be derived from converting to these new procedures. Based on information gathered, I presented my findings to management. In addition to numerous ad hoc requests, I have conducted two formal studies of this nature.

To perform my financial duties in King County, I use Word, Excel, and Access on a regular basis. I use Word to maintain and update SCAN files, write memos and letters to customers, and edit waivers and other contract documents. I use Excel to create and maintain accounting worksheets and files, including worksheets for major grants awarded to the Emergency Management Division, to track fund balances, expenditures and revenues, and prepare contract tracking reports to management on contract activity. I also use Excel to import and export data to and from other programs, and create new folders and maintain related folders in a single Excel file. I use Access to maintain and update fund records and produce the monthly budget balance reports.

I have a demonstrated ability to work productively in a fast paced, deadline-driven work environment. I manage and prioritize my work by planning tasks and assignments in advance, maintaining daily/weekly/monthly calendars to keep track of deadlines and project status, and reviewing my weekly calendar in advance in order to plan and evaluate work status. I am adept at scheduling and prioritizing work assignments in the order of importance, urgency and deadline, re-evaluating the status of each task as I progress, and by keeping my supervisor informed in advance of any issues that might affect the work.

In conclusion, I would only add that I have a demonstrated track record of working effectively with a wide range of internal and external customers throughout King County, am a team oriented employee who seeks the input of managers and co-workers to improve the process and keep it running smoothly, and am able to acquire and apply new areas of knowledge rapidly. My King County application and resume are attached.

Thank you for your consideration.

Sincerely,

**PAYROLL ACCOUNT REPRESENTATIVE
(FISCAL SPECIALIST IV)
PUBLIC HEALTH-SEATTLE & KING COUNTY
Administrative Services Division/Human Resources Section
Hourly Rate Range \$18.27 - \$23.16**

WHO MAY APPLY: This career service position is open to Public Health and King County career service employees, all executive branch regular exempt employees, and current probationary employees who achieved career service status in a previous position.

WHERE TO APPLY: Required forms and materials **must** be sent to: **Employment Services, 999 3rd Avenue, Suite 1230, Seattle, WA 98104**. Applications materials must be received by 4:30 p.m. on the closing date. (Postmarks are NOT ACCEPTED.) Contact Denise Hess at (206)296-2774 for further inquiries. **PLEASE NOTE:** Applications not received at the location specified above may not be processed.

FORMS AND MATERIALS REQUIRED: A King County application form, data sheet, resume and letter of interest detailing your background and describing how you meet or exceed the requirements are required.

WORK LOCATION: Public Health, Seattle & King County, Human Resources, Payroll Section, 999 3rd Ave., Suite #1230, Seattle, WA 98104

WORK SCHEDULE: This career service position is overtime eligible. It works a 40 hour work week, Monday through Friday. Some rotating evenings and weekends.

PRIMARY JOB FUNCTIONS: Payroll Account Representative (Fiscal Specialist IV) operate as part of a 5 member payroll account representative team, responsible for maintaining and ensuring accuracy of employee payroll records. Work includes;

- Assisting timekeepers in adding and removing employees from payroll.
- Processing pay changes, address changes, benefit payments, adding/updating employees in the King County online directory.
- Verifying and giving out information based on King County guidelines and union contracts.
- Preparing and maintaining personnel files.
- Providing employment verifications and researching payroll history.
- Processing all payroll documents, making calculations for special payments and/or adjustments.
- Developing various reports as requested.
- Providing training, supervision, active communication and direction to assigned timekeepers.
- Providing annual timekeeper duty evaluations.
- Answering employee questions via the main payroll phone line and email.
- Visiting assigned sites to monitor, supervise, answer questions, and train timekeepers

QUALIFICATIONS: : High attention to detail and accuracy of work products. Ability to perform numerical computation with accuracy and speed. Ability to communicate clearly and effectively, both verbally and in writing. Ability to maintain confidentiality. Excellent customer service skills. Ability to deal with a heavy workload, difficult situations and meet continual deadlines. Ability to work as part of a team. Experience or a combination of experience and education in basic financial account or record keeping activities as described in the above payroll job description. Intermediate or advanced working knowledge of Word and Excel software, financial and bookkeeping/record keeping practices and basic audit principles including familiarization with computerized accounting and bookkeeping systems are recommended.

NECESSARY SPECIAL REQUIREMENTS: Required to sign a confidentiality statement regarding payroll / personnel information. An Excel skill test using basic formulas and formatting will be conducted as part of the interview process. Ability to train/learn new and updated software systems including MS Access. Washington Drivers license or ability to travel to locations within King County where Public Transportation may not be available. Selected candidates must pass a thorough background investigation.

August 10, 2001

XXXX XXXXXX, Administrative Services Manager
Administrative Services Division
Department of Public Health – Seattle & King County
999 Third Avenue, Suite 900
Seattle, Washington 98104

Dear Ms. XXXXX:

I am writing to apply for the position of Facilities Coordinator (Program Analyst III). I have a total of 24 years of experience in facilities management. From 1976 to February 2000 I was employed by the Department of Stadium Administration (Kingdome) in positions of increasing responsibility. From 1996 to the closure of the Kingdome, I served as Building Facility Coordinator. Since February 2000, I have been employed by the Department of Construction and Facilities Management (DCFM) as the Building Superintendent for the Youth Detention Facility.

In my employment at DCFM and the Kingdome, I have represented my departments in the negotiation of tenant improvements in the following ways. At the Youth Detention Facility I work with a variety of tenants to set the scope and coordinate the activities of capital improvement projects. The tenants I currently work with are King County Superior Court, Judicial Administration (DJA), Adult and Juvenile Detention (DAJD), the Prosecuting Attorney's Office (PAO) and the Office of the Public Defender (OPD). Some examples of recent improvements to the facility I have worked on with tenants include upgrading detention housing units, courtroom construction, elevator and HVAC system upgrades, floor and carpet replacement, installation of industrial dishwashing equipment, reconfiguration of space for additional offices, replacement of seating for unit dining tables, and arranging for interim office space for staff displaced by project activities.

As Building Facility Coordinator at the Kingdome, I planned, directed and evaluated repair and maintenance work; scheduled staff and assigned work for the ongoing maintenance and repair of stadium facilities and systems; and coordinated crafts employees, housekeeping, security and outside contractors for tenant requests for improvements, remodels, capital improvement projects, preventative maintenance, and emergency repairs.

At both DCFM and the Kingdome, I have responded to and resolved a wide range of facilities inquiries and complaints. At the Youth Detention Facility I have addressed problems with leaking pipes, inadequate hot water, plugged drains, light and ballast replacement, heating and cooling systems, malfunctioning fans, stuck windows, etc. At the Kingdome I responded to tenant requests regarding damage and repairs, remodels, housekeeping, lighting and access. Recently, I developed a facility maintenance plan for Youth Detention Facility tenants to keep them informed and demonstrate that their needs are being met on an ongoing basis. At both facilities, I have worked diligently to address tenant concerns in an effective manner by responding quickly to inquiries, keeping tenants up to date on projects which may affect them, and negotiating between tenants,

particularly at the Youth Detention Facility, to keep our improvement and maintenance activities on schedule while maintaining customer satisfaction.

I have assisted in developing capital project requests for both the Kingdome and DCFM. At the Kingdome I developed specifications for window replacement, furniture repair, carpet replacement and installation, and the acquisition of equipment and materials. I also worked with the Kingdome architect and designers, and developed recommendations and budget justifications. At DCFM I work closely with Project Managers to develop both capital improvement and major maintenance projects, providing information on facility requirements and assisting in the preparation of proposals as needed. Some examples of project requests I have worked on include the third floor courtroom construction, seismic upgrade for the facility, HVAC system upgrade, elevator upgrade, and floor replacement. These and other projects I have worked on in the past year amount to over \$4 million in project improvement funds.

At both the Kingdome and the Youth Detention Facility, I have monitored the scope, schedule and budget of approved projects, and have assisted in developing budgets and tracking expenses of those projects. At the Kingdome I monitored project budgets, reviewed overall project expenditures on a regular basis, recommended revisions when applicable, and reported to management on project progress. As noted above, these projects involved window replacement, furniture repair, carpet replacement/installation, other tenant improvements, and the acquisition of equipment and materials.

At DCFM, I perform the same functions as noted above for the much larger projects described previously, and submit annual recommendations for the maintenance budget. Working in collaboration with the DCFM project managers, I troubleshoot scheduling issues, function as the on-site project manager, ensure that facility activities and construction projects do not interfere with each other, and review change order requests. In addition, I track lease and property maintenance costs, review ongoing costs and charges by vendor, and seek clarification and adjustment on invoices and bills as required. On a bimonthly basis I review ARMS reports to monitor the progress of expenditures vs. budget on a project by project basis.

In addition to the Youth Detention Facility projects cited earlier, I have full project manager responsibility for the \$625,000 restoration and repair project being implemented as a result of a fire which occurred at the facility in early May. This project is especially complex in that it impacts all of the facility tenants (Courts, PAO, DJA, DAJD, OPD) in addition to requiring that I work closely with Procurement in the Department of Finance (DOF), Risk Management in the Department of Information and Administrative Services (DIAS), and F.M Global, the fire insurance company. In addition to the overall duties described above, I have worked with the tenants on this project to resolve disputes over the division of charges to each department.

At both the Kingdome and DCFM I have provided technical assistance to the department and tenants regarding a variety of compliance issues, and have demonstrated the ability to work effectively with other governmental agencies to move projects and plans forward. At the Kingdome I worked with Seattle Fire Department and City of Seattle building, mechanical (HVAC), elevator, electrical and plumbing inspectors regarding compliance with operating systems

and new projects. At DCFM, I am responsible for compliance with ADA and fire department standards, and serve as the liaison with the Seattle Fire Department.

As Building Superintendent I also monitor consultant contracts and work products pertaining to the seismic and elevator upgrade projects, meeting with the architects and structural engineers and working with DCFM project managers to provide input, coordinate work to minimize impacts on facility operations, and gather information to keep tenants updated. Working with DCFM project managers, I have assisted in making space plan recommendations for office space remodels and courtroom construction at the Youth Detention Facility. As Building Superintendent, I am responsible for maintaining building plans and for updating those plans to reflect changes resulting from improvements and new construction. In addition, I am responsible for developing evacuation route maps and procedures in the event of building emergencies.

I am proficient in Word and Excel, and have also used MS Project. I use Word to create reports on project status, develop budget and project recommendations, and write memoranda to staff and tenants. I use spreadsheets and formulas in Excel to track and update expenditures by vendor and project, and review the maintenance budget. I use GANT charts in MS Project to plot tasks and timelines, and set up schedules for construction projects, office moves and facility repairs.

The Kingdome and the Youth Detention Facility have been demanding workplaces in terms of the issues that have arisen and the needs of the tenants (customers) occupying them. To be successful, I have been required to manage a variety of different projects at the same time, coordinate a complex schedule of construction and repair projects with the daily activities of the facility, and be prepared to deal with emergencies and change as circumstances demand. Based on my experience, I have a proven track record of working in this complex environment, finding new ways to solve problems, meeting the varied and sometimes difficult demands of our customers, and being flexible enough to address issues as they come up while keeping the operation running smoothly. I believe my background and skills would be an asset to you.

Sincerely,

**FACILITIES COORDINATOR
PUBLIC HEALTH- SEATTLE & KING COUNTY
Administrative Services Division
Annual Salary Range \$48,268 - \$61,431**

WHERE TO APPLY: Required forms and materials **must** be sent to: **Employment Services, 999 3rd Avenue, Suite 1230, Seattle, WA 98104**. Applications materials must be received by 4:30 p.m. on the closing date. (Postmarks are NOT ACCEPTED.) Contact Employment Services at (206) 296-5077 for further inquiries.

PLEASE NOTE: Applications not received at the location specified above may not be processed.

WHO MAY APPLY: This career service position is open to King County executive branch employees excluding Term Limited Temporaries and True Temporaries.

FORMS AND MATERIALS REQUIRED: A King County application form, data sheet, resume and letter of interest detailing your background and describing how you meet or exceed the requirements are required.

WORK LOCATION: Wells Fargo Center, 999 Third Avenue, Suite 1520, Seattle, WA.

WORK SCHEDULE: This career service position is exempt from the provisions of the Fair Labor Standards Act, and is not overtime eligible. The workweek is normally Monday through Friday, 8:00 a.m. to 5:00 p.m.

PRIMARY JOB FUNCTIONS: The position will coordinate Public Health lease negotiations and lease management. This position will coordinate, monitor, and troubleshoot building maintenance, tenant improvement and capital requests for Health Department leased and owned sites and provide support to and departmental space planning initiatives.

- Represent Department in lease negotiations and negotiation of tenant improvements.
- Respond to and facilitate resolution of facilities inquiries and complaints, including plumbing, heating, lighting, and ventilation issues.
- Assist in development of capital project requests. Update data on facility needs and help prepare presentations.
- Monitor scope, schedule and budget of approved projects. Assist in budget development and tracking expenses. Investigate/resolve disputed charges. Work with parties to resolve issues.
- Provide technical assistance to sites on ADA and other required compliance checks.
- Develop space plan recommendations in conformance with County space standards. Maintain floor plans and space designs.
- Provide support to departmental operational and facility master planning processes by coordinating lease/property data collection, and preparation and delivery of written materials.
- Monitor any needed consultant contracts and work products.
- Assist sites/programs with lease/property financial planning, tracking and budget development.
- Track lease and property maintenance costs for department wide planning and budgeting.
- Ability to work effectively with other governmental agencies to move projects/plans forward.

QUALIFICATIONS:

1. Three to five years of experience in planning, property/facilities management and budget development or a Bachelor's degree in Business Administration or Public Administration and three years of experience is required.
2. Excellent analytical, problem solving and planning skills required.
3. Demonstrated ability to coordinate activities with multiple entities.
4. Valid Washington State driver's license or the ability to travel throughout King County in a timely manner.

5. Proficiency in MS Word, Excel and Project.
August 14, 2001

Mr. XXXX XXXXX, Employment Specialist
Transit Division, Human Resources
King County Department of Transportation
201 South Jackson Street, M.S. KSC-TR-0419
Seattle, WA 98104

Dear Mr. XXXXX:

I am writing to apply for the position of Line Worker Helper with the Power Distribution Section of the Transit Division. I have been a King County employee since 1996. From December 1996 to March 1999, I was employed as a Laboratory Assistant with the King County Department of Natural Resources, Water and Land Resources Division. Since March 1999 I have been employed as an Administrative Specialist 1 providing mail services with the Department of Information and Administrative Services.

I enjoy outdoor work, am in excellent physical condition, can carry objects weighing up to 100 pounds with assistance, and am willing and able to work outside in all weather conditions with exposure to traffic and high voltage wires. I am experienced in using a variety of hand and power tools. These include shovels (flat and spade), lopping shears, hand saw, hammer, pliers, screwdrivers, wrenches, level, power hedge trimmer, electric drill, electric rotary saw, and sander. In addition, I have some experience directing street and pedestrian traffic. At the King County Environmental Laboratory, I directed vehicles in and out of the facility for a conference held at the site. At my church, I am regularly assigned to perform a similar function at the beginning and close of services and for other church activities. As a vehicle inspector for System Control, I directed vehicles for emission testing at the testing facility.

I am extremely safety conscious and have an excellent driving and workplace safety record. Currently I drive a delivery van throughout King County for King County mail services. In my prior employment, I operated a 24' truck with lift gate and a pick-up truck. I am also experienced in operating a forklift, and have received training in forklift operation and driving safety. As a Laboratory Assistant I received training in the safe and proper handling, testing and cleaning of laboratory equipment and materials. I have also received training in CPR and first aid. Based on my training in laboratory safety and procedures, vehicle operation, and King County mail service operations, I have a demonstrated ability to read, write and follow instructions, and to perform my job duties in a responsible and safe manner.

I am reliable and organized, work well as part of a team, have strong customer service skills and can exercise good judgement to solve problems. I believe my background and experience would make a positive contribution to the work of the Power Distribution Section. Thank you for your consideration.

Sincerely,

LINE WORKER HELPER
DEPARTMENT OF TRANSPORTATION/TRANSIT DIVISION
Power Distribution
Hourly Salary Range \$20.00 - \$22.17
Job Announcement No: 01JO1353
OPEN: 07/23/01 CLOSE: 08/06/01

WHO MAY APPLY: Two positions available. These positions are open to King County career service employees only.

WHERE TO APPLY: Required forms and materials **must** be sent to: 201 **S. Jackson Street, M.S. KSC-TR-0419, Seattle, WA 98104** or hand-delivered to Career and Employment Center at 201 S. Jackson Street, Floor 1A. Applications materials must be received **by 4:00 p.m. on the closing date**. (Postmarks are NOT ACCEPTED.) Contact Jackie O'Brien at (206) 684-2082 for further inquiries. **PLEASE NOTE: Applications** not received at the location and by the closing date and time, specified above, **will not be processed**.

FORMS AND MATERIALS REQUIRED: A King County application form, resume, and letter of interest detailing your background and describing how you meet or exceed the requirements, are **required**.

WORK LOCATION: Seattle, WA.

WORK SCHEDULE: This position is not exempt from the provisions of the Fair Labor Standards Act, and is overtime eligible. The workweek is normally 8 a.m. – 5 p.m. Monday through Friday.

PRIMARY JOB DUTIES INCLUDE: Assist journey level line crew and/or electrician constructors in the repair, maintenance, and construction of all transit power distribution electrical systems. This position assures that line equipment is in proper condition and at the disposal of crew workers doing repair work. The individual in this position works under close supervision of line crew chief and line crew workers.

- Load and unload tools, materials and equipment from trucks
- Inspect and hand equipment and materials to line crew workers repairing underground or overhead power lines
- Assist crew workers in trimming trees, shoveling dirt and gravel, and other tasks required in setting up line poles
- Direct street and pedestrian traffic around repair site
- Alert crew workers of potential hazards such as high trucks that could hit tower deck or oncoming trolleys
- May operate line trucks in absence of line material worker
- Respond to emergency repair calls during non-working hours as necessary.

QUALIFICATIONS: Demonstrated ability to read, write, and follow verbal instructions is required. Experience working with tools and equipment is desired. A Washington State driver's license is required.

WORKING ENVIRONMENT: Work is performed outside in all weather conditions and requires exposure to traffic and high voltage wires.

PHYSICAL REQUIREMENT: Run a hand line, shovel dirt and gravel, assist in raising poles, jump trolleys and lift and carry objects weighing up to 100 pounds with assistance.

