

State of Washington
Dept. of Enterprise Services
invites applications for the position of:
Online Auction Specialist

careers.wa.gov
Working for Washington State

SALARY: \$2,929.00 - \$3,792.00 Monthly

OPENING DATE: 03/21/22

CLOSING DATE: 03/28/22 11:59 PM

DESCRIPTION:



Within the [Department of Enterprise Services](#) (DES), Business Resources Division (BRD) is committed to solutions that are based directly on customer feedback and insight. As a customer satisfaction-driven business, we measure and improve the satisfaction of our enterprise-wide customers. Moreover, because no business can meet or exceed customer expectations without a dynamic and engaged team, we also measure our team member satisfaction. This substantial investment is our motivation to create loyal, fully satisfied customers and team members.

In that spirit, BRD's Surplus Operations is currently an **Online Auction Specialist**. Surplus Operations' primary responsibilities are to keep State and Federal surplus property out of landfills (re utilizing property wherever possible) and to maximize the dollars that are returned to agencies. This position contributes to the agency mission by promoting sustainability and savings while maximizing the useful life of state assets and dollars returned to agencies. The Online Auction Specialist's primary responsibility is being customer focused and delivering the best customer service to our partnering agencies and our purchasing customers.

This position is responsible for working with the owning agencies and their assets to maintain our 60 day commitment to return proceeds. to disposing agencies by promptly returning all phone calls and emails and relisting all defaulted auctions. This position also requires the ability to receive, count items in a warehouse inventory and record the data either manually or on a computer. This is a fun job where you'll see different items come in all the time, then you'll market them online, field questions from the potential buyers, and will ultimately get the sale! And best of all, this is a low-stress position. Once you're done for the day, you don't take your work home with you.

Who we are

The Department of Enterprise Services' (DES) **mission** is "strengthening the business of government." DES does this through its **vision** of delivering high quality, cost effective support services, policy and governance to state government and other public entities so they can focus on their core missions. DES's **goals** are to offer expertise in facilities & capitol grounds management, acquisitions, training & support, and various shared services. We relentlessly pursue our **strategic**

drivers: satisfied customers, a healthy team culture and a financially healthy organization. We **value** Respect, Integrity, Excellence, Diversity, Equity and Inclusion. We seek new team members who share our commitment to be an equity-driven and anti-racist organization. We **listen** to customers and team members to understand what they need and expect. We promote creativity, learning and improvement to meet those needs and adapt to the ever-changing business environment. We **measure** our results and **seek feedback** to improve our performance.

Who you are:

You are organized, customer focused, accountable, and a team player. You work to provide top-notch customer service with every interaction. In addition, you're someone that enjoys problem solving, and enjoys the interaction of filling buyer's needs. In surplus, we receive a wide variety of materials. Your problem solving, ingenuity and creativity says: 'yeah, I can get this sold!'

In addition to a comprehensive [benefits package](#) we also offer:

- A work location close to downtown Olympia; close to the waterfront, Farmer's Market, Capitol Lake, and many restaurants
- Bus service (including the free DASH shuttle) and Vanpool (commuting) opportunities
- Supported growth and development

DUTIES:

Under the direction of a Surplus Inventory Specialist 4, this position receives, evaluates, separates and sells state, surplus property scheduled for redistribution or disposal action. The person hired will execute the processes of online auctions in a timely manner. They will determine the most cost effective sale/disposal format, while minimizing environmental impact and transportation costs. This position contributes to the agency mission by promoting sustainability and savings while maximizing the useful life of state assets.

Duties

- Prepares online listings of surplus property (vehicles, equipment, warehouse items, furniture, etc.) for sale to priority and public customers (includes writing a description, taking pictures, entering the information onto the website and posting the listing).
- Assist in the sale of surplus property directly to priority customers
- Provide positive customer service to both the buyer and seller of assets that are on auction.
- Communication with agencies & team members will be clear, effective, professional.
- Check in property and update information into the Surplus Request Management System (SRMS) computer program.
- Evaluate property to determine the best sales venue.
- Make sure items are being tracked properly in the SRMS and labeled correctly.
- Contact owning agency to instruct them on proper completion of title paperwork (this includes where on the document to sign.)
- Ensure the Odometer Statement is accurate and signed for on behalf of the agency.
- Correct handling of Affidavit of Loss.
- Work with Department of Licensing liaison to ensure Surplus adheres to vehicle title laws.
- Work with transportation staff and places surplus items in the correct area of the warehouse while maintaining organization (forklifts and pallet jacks are used on a regular basis).
- Assist in load outs, vehicle jump-starts, and freight preparation.
- Experiment in different sales venues for select items to determine the sales venue that maximizes the dollars received.
- Explain services we can provide to agencies and the proper steps needed for them to participate.
- Inspect lift equipment pre-shift to ensure it is safe to use and to document potential maintenance issues.

QUALIFICATIONS:

Required

- High school diploma/GED

AND

- Two years of experience receiving and evaluating property with a large-scale government or commercial warehouse

AND

- Six months evaluating a large variety of products and using asset comparable to create auction sales (experience may include: online sales, direct marketing, writing sales adds for major media sources such as online, paper or television).
- Experience may have been gained concurrently.

AND

- Proficient Computer Skills (Outlook, Word, Excel and Internet)
- Ability to take and edit digital photographs for the purpose of online sales
- Ability to research, understand and share product knowledge professionally through text and speech.
- Ability to multitask; respond to emails, answer phone calls, and face to face interactions from both the public and partnering government agencies.
- Ability to lift 40 lbs. or more on a regular basis and 75 lbs. or more occasionally
- Valid WA State Driver's License

Diversity Equity and inclusion (DEI)

Incumbents to this position must possess and demonstrate the following Competencies:

- Able to learn and understand the language and concepts of our DES DEI culture and commit to being a part of creating and maintaining a diverse, equitable, respectful and inclusive workplace.
- Demonstrate a commitment to growth, learning, and self-awareness when provided training and opportunities to participate in improving our work environment.
- Participate and behave in a manner that creates trust and builds working relationships, promoting teamwork and collaboration in the work environment.
- Demonstrates the understanding that all people are valued; contributes to an equitable, inclusive and respectful
- environment when working with members of the group, team, organization or community.
- Committed to being an active participant in continually evaluating and improving strategies that promote equity and inclusion in our organization.

SUPPLEMENTAL INFORMATION:

Please provide the following documents in order to be considered; failure to do so may result in you not being considered for the position:

- A **letter of interest**, describing how you meet the qualifications for this position as outlined in the job posting;
- A **current resume**, detailing experience, and education; and
- A current list of at least **three (3) professional references** with current contact information (attached or available to provide at the time of interview)

Background Check Notice:

Prior to any new appointment into the Department of Enterprise Services, a background check including criminal record history will be conducted. Information from the background check will not necessarily preclude employment, but will be considered in determining the applicant's suitability and competence to perform in the position.

Opportunity for All:

The Department of Enterprise Services celebrates our differences and we are committed to a workplace that supports equal opportunity employment and inclusion regardless of race, creed, color, national origin, citizenship or immigration status, marital status, families with children (including pregnancy, childbirth, or related medical conditions), sex, sexual orientation, gender identity diversity, age, status as a protected veteran, honorably discharged veteran or military status, status as an individual with the presence of any sensory, mental, or physical disability or the use of a trained dog guide or service animal by a person with disabilities or other applicable legally protected characteristics. We will also consider qualified applicants with criminal histories, consistent with applicable federal, state and local laws.

You are welcome to include the name and pronoun you would like to be referred to in your materials and we will honor this as you interact with our organization.

Veterans Preference:

Applicants who meet the minimum qualifications and wish to claim Veteran's Preference **MUST** attach a copy of their DD214, or other verification of military service. Please **blackout** any personally identifiable data such as social security number. For additional information on Veteran's Preference and guidance on how to determine if you are eligible, [click here](#). We thank you and are grateful for your service!

Contact Information:

For questions about this recruitment or to request a reasonable accommodation in the application process, contact Steve Camerer at (360) 407-8408 or email jobs@des.wa.gov. Applicants who are deaf or hard of hearing may call through the Washington Relay Service by dialing 7-1-1 or 1-800-833-6388.

Online Auction Specialist Supplemental Questionnaire

- * 1. Are you a current employee of the Department of Enterprise Services (DES)?
 - Yes
 - No
- * 2. Are you willing to undergo a background check as a condition of employment?
 - Yes
 - No
- * 3. Do you possess a valid driver's license free from serious traffic violations?
 - Yes
 - No
- * 4. How many months of experience do you possess receiving and evaluating property with a large-scale government or commercial warehouse.
 - 1-11 months
 - 12-23 months
 - 24 months or more
 - I do not have this experience
- * 5. Please explain your experience in sales and customer service, either online or in person. For none, please enter n/a
- * 6. How did you learn about this position?
 - Careers.wa.gov
 - Indeed

- LinkedIn
- Friend or referral
- Other

7. If you selected other, please tell us more!

* Required Question