



INTERNAL VACANCY ANNOUNCEMENT

DEPARTMENT OF HUMAN SERVICES
1390 MILLER STREET #202
HONOLULU, HAWAII 96813

POST ONE COPY ON EACH BULLETIN BOARD INCLUDING SITE OF VACANCY AND CIRCULATE ONE COPY AMONG ALL EMPLOYEES OF EACH BULLETIN BOARD'S LOCALE.

Post By: December 29, 2025

If you would like to be considered for the vacancy listed below, your application must be received in the Human Resources Office by January 8, 2026.

VACANCY NOTICE: #25-153

POSITION TITLE: Office Assistant IV
AND NUMBER: #24188

LOCATION: Benefit, Employment, and Support Services Division, Statewide Branch, Maui Section, Maui Processing Center Unit (Wailuku)

SALARY: SR-10 (\$3,471.00 - \$5,133.00 per month)

SUMMARY STATEMENT OF DUTIES:

The primary purpose of this position is to relieve the supervisor of clerical responsibilities and to perform clerical support for the unit.

MINIMUM QUALIFICATION REQUIREMENTS:

Basic Experience:

Six (6) months of work experience which demonstrated knowledge of English grammar, spelling, arithmetic; ability to read and understand oral and written instructions; write simply and directly and compare words and numbers quickly and accurately.

Clerical Experience:

Two (2) years of work experience which involved the performance of a variety of clerical tasks and demonstrated knowledge of office practices and procedures, and the ability to carry out procedures in clerical work systems, and operate various kinds of office equipment and technologies.

SUBSTITUTIONS ALLOWED:

1. Graduation from high school or equivalent may be substituted for Basic Experience.
2. Excess Clerical Experience may be substituted for Basic Experience.
3. Successful completion of a substantially full-time clerical/office support/business technology curriculum leading to a degree, diploma or certificate at an accredited community college, business or technical school which included courses in English, clerical/office procedures, and mathematics may be substituted for the required Clerical Experience on the basis of fifteen (15) semester credits of satisfactorily completed coursework for six (6) months of experience, up to a maximum of two (2) years.
4. Education in a baccalaureate program at an accredited college or university may be substituted for Clerical Experience on the basis of fifteen (15) semester credits for six (6) months of experience, up to a maximum of two (2) years.

QUALITY OF EXPERIENCE:

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that he/she has the ability to perform the duties of the position for which he/she is being considered.

WHO MAY APPLY:

All DHS employees who are members of the State's civil service. Acceptance of applications shall be in accordance with the State Human Resources Policies and Procedures in effect at the time of application.

HOW TO APPLY:

- 1) Obtain the **HRD 315A (Rev. 7/2018)**, "Competitive Internal Recruitment" application from your secretary (e.g., HPHA, HYCF, etc.) or from the DHS Portal Human Resources Recruitment Resources page.
- 2) Complete the application, specifying the vacancy notice number and position title of the position for which you are applying. Provide complete and specific information related to your educational and work experiences which fulfill the requirements of the position.
- 3) **Submit a separate application for each vacancy notice number.** A legible photocopy of your application with current information and an **original signature** is acceptable.
- 4) Submit the application(s) and other required documentation to the DHS Human Resources Office at the address below. **Applicants are responsible for ensuring that their applications are filed with the Human Resources Office on a timely basis.**

CAUTION:

IN ORDER TO BE CONSIDERED, YOUR APPLICATION MUST INCLUDE AN ORIGINAL SIGNATURE. UNSIGNED APPLICATIONS OR APPLICATIONS WITHOUT AN ORIGINAL SIGNATURE WILL BE CONSIDERED INCOMPLETE. INCOMPLETE APPLICATIONS AND/OR APPLICATIONS SUBMITTED ON THE WRONG FORM WILL BE REJECTED.

WHERE TO FILE:

Mail to:	Department of Human Services Human Resources Office/RES P.O. Box 339 Honolulu, Hawaii 96809	Messenger/ Walk in:	Department of Human Services Human Resources Office/RES Liliuokalani Building 1390 Miller Street, Room 202
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Email to: res@dhs.hawaii.gov

NOTE:

APPLICATIONS ARE ACCEPTED IN THE DHS HUMAN RESOURCES OFFICE BETWEEN 7:45 A.M. AND 4:30 P.M., MONDAY THROUGH FRIDAY. APPLICATIONS SENT THROUGH THE MESSENGER OR HAND-CARRIED MUST BE RECEIVED IN THE DHS HUMAN RESOURCES OFFICE NO LATER THAN 4:30 P.M. OF THE CLOSING DATE. APPLICATIONS SENT THROUGH THE POSTAL SERVICE MUST BE POSTMARKED NO LATER THAN 11:59 P.M. OF THE CLOSING DATE. EMAILED APPLICATIONS MUST BE RECEIVED BY 11:59 P.M. OF THE CLOSING DATE.

ELECTRONIC NOTIFICATION TO APPLICANTS:

The Human Resources Office may use electronic mail (email) as a way to notify applicants of important information relating to the status and processing of their applications as part of our ongoing efforts to increase operational efficiency, promote the conservation of green resources, and minimize delays and costs.

Please ensure that your personal email address and contact information you provide on your application is current, secure, and readily accessible to you. We will not be responsible in any way if you do not receive our emails or fail to check your email-box in a timely manner.

EVALUATION AND SELECTION:

All qualified employees will receive consideration for employment in accordance with existing human resources policies, without regard to race, color, religion, sex, age, national origin, disability, marital status, sexual orientation, arrest and court records, or other non-merit factors. Selection will be made according to evaluation of the qualifications of eligible candidates and may include a written examination.

PHYSICAL/MENTAL REQUIREMENTS:

Applicants must be able to physically and mentally perform efficiently the duties of the position. Qualified applicants with disabilities who can perform the essential functions of the advertised position are encouraged to apply. The State of Hawaii is committed to making reasonable accommodations on a case-by-case basis. Applicants seeking reasonable accommodation should be ready to discuss the accommodation sought so that a determination can be made that such accommodation is reasonable and would not cause the employer undue hardship.

CRIMINAL HISTORY RECORD CHECK:

Individuals who accept a conditional offer of employment are required to undergo a criminal history record clearance and other checks, as applicable.

INTERNAL COMPLAINT AND APPEAL:

Internal Complaint: If you do not agree with a recruitment and examination action taken against you from this recruitment, you may file an internal complaint. This must be done by submitting the Department of Human Services Internal Complaint Form, DHS9005 to the Department of Human Services, Human Resources Office within seven (7) working days after the date of the notice. A review will not be conducted if you do not file your complaint within the seven (7) working day limit.

Appeal: If you do not agree with the internal complaint decision or action taken by the Department of Human Services, you may appeal to the State Merit Appeals Board within 20 days from the date of your notice. Persons wishing to file an appeal with the Merit Appeals Board must first complete the Internal Complaint process.

Initiating the internal complaint or appeal process shall not suspend or delay the referral of other qualified internal, non-competitive or external, open-competitive applicants, or cause the suspension or reversal of completed applicant selection and appointment(s).