



*Quality Assurance Mission Statement:* Through a Total Quality Concept, provide everyone who works, visits or participates in our facilities, parks and programs with a safe, enjoyable and fulfilling experience.

## OFFICE SERVICES – SUBSTITUTE(S)

*A typing certificate of a minimum 25 wpm is required upon applying.*

DEADLINE TO APPLY: Open until filled.

RECRUITMENT PROCESS: Applicants meeting the minimum qualifications of the position will be invited to return for the written examination, date to be determined.

HOW TO APPLY: If interested, please submit the following to the Personnel Office located at the District's Riverlakes Administrative Complex, 3825 Riverlakes Drive, Bakersfield, Ca. 93312:

- A District Employment Application (resume's not accepted in lieu of District Application), the Supplement to the Application and a typing certificate of a minimum 25 wpm.
- Current employees can submit an Employee Job Interest form or an updated application, the Supplement to the Application and a typing certificate of a minimum 25 wpm (certificate required if not on file with Personnel for any past positions with the NOR).

BASIC FUNCTION: Functions as the receptionist for customers (internal and external) at an assigned center and provides routine and repetitive clerical services and office support for the operations of the District. This is the 1<sup>st</sup> level of the Office series.

SALARY: Hourly wage starts at \$11.00 - \$12.13 per hour

JOB OPENINGS: Substitute(s), on-call when needed. Assigned to a District's Community Center(s); days, evenings and/or weekends dependent upon program needs. This recruitment will also establish an eligibility list for future part time and substitute openings. Successful candidates will remain on the eligibility list for a period of one year.

### PHYSICAL DEMANDS AND WORK ENVIRONMENT:

Standard office environment and working conditions, assigned to a front lobby or office in a community center with working conditions that include a moderate noise level. Heavy computer operations and regularly required to communicate with co-workers, supervisors, the public and outside agencies by phone or in person. Work alone or with others as assigned during the day, evening, weekends, and/or holidays. May occasionally close the assigned center, walk to sport fields and assist with facility set-ups and/or take-downs.

The qualification requirements listed above are representative of the knowledge, skill, and/or ability required to perform the essential functions of the job. Physical demands and work environment characteristics are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

QUALIFICATIONS: Equivalent to high school graduate and 6 months experience in clerical work to include customer service and computer operations and must typewrite a minimum of 25 net words per minute. Knowledge of customer service principles; standard office procedures, methods, and equipment; proper telephone procedures and etiquette; basic filing and recordkeeping principles; basic mathematical concepts; and proper grammar, spelling and punctuation. Ability to perform duties utilizing standardized procedures within established policies; use standard office equipment; operate computers and use related software applications and become proficient with the districts registration/reservation program; do clerical work involving a degree of independent judgment and discretion, speed and accuracy; handle cash and make change; perform routine mathematical calculations; effectively interact with others; communicate and follow instructions both

verbally and in written form; read and verify information; work under pressure; and be dependable, maintain attendance and punctuality and ready to begin work at the start of each shift, and work various shifts to include weekdays, evenings and/or weekends. Must be able to relate to other people beyond giving and receiving instructions; can get along with co-workers or peers without exhibiting behavioral extremes; perform work activities requiring negotiating, instructing, supervising, persuading or speaking with others; and respond appropriately to criticism from a supervisor.

**DUTIES AND RESPONSIBILITIES:** The following typical tasks and responsibilities are representative of the position's essential duties. May not be assigned all duties listed, nor does this cover all duties which may be assigned.

- Greets visitors and directs visitors to appropriate locations, responds to requests for information; answers routine questions.
- Performs various clerical duties utilizing standard office equipment to include: screens incoming calls and routes to proper employees; takes messages; makes photocopies; collects and receipts monies from customers; prepares and disseminates receipts; performs data entry; prepares mass mailings; types and revises material from rough draft, corrected copy, verbal instruction or previous version displayed on computer screen; and performs file searches for materials.
- Receives, sorts, stamps and distributes a variety of correspondence, deliveries, and mail, and prepares outgoing mail.
- Files documents alphabetically, numerically, or by other prescribed methods, maintains specialized reports.
- Processes routine paperwork and/or forms using established procedures; prepares related bank deposits.
- Inventory office supplies and reports on shortages or orders as needed.
- If assigned to a Community Center: regularly inspect facilities for cleanliness and safety; interact with potential renters, showing sites when requested; oversees the facility during evening, weekend, and holidays as assigned; security of the facility including locking and coding in and out as required, turn sports field lights on and off upon request, and may assist with rental set-ups and take-downs.
- Assists other departments as needed.
- Attends all required meetings and trainings as recommended by supervisor.
- Maintain required training designated for the position.
- Performs other duties of similar nature or level as required.

**DISTRICT EXPECTATIONS OF THIS POSITION / QUALITY ASSURANCE:**

- Consistently reports to work on time prepared to perform job duties
- Prioritizes and performs duties as workload necessitates
- Communicates regularly with supervisor about program issues
- Provides outstanding customer service
- Maintains respectful attitude
- Interacts with participants and co-workers in a positive and courteous manner
- Responsible for the efficient and effective delivery of services.

## ADDENDUM TO APPLICATION FOR OFFICE POSITIONS

NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

POSITION APPLYING FOR: \_\_\_\_\_

### Typing/Word Processing

Keyboarding/typing certificate: WPM \_\_\_\_\_ Date of latest test: \_\_\_\_\_

Data Entry: Yes  No  Numbers  Data  Combination

*Check the types of computer/input work you have performed and can demonstrate.*

- |   |  |
|---|--|
| <input type="checkbox"/> Letters from draft           | <input type="checkbox"/> Calendar maintenance/scheduling |
| <input type="checkbox"/> Light typing/word processing | <input type="checkbox"/> Internet research               |
| <input type="checkbox"/> Heavy typing/word processing | <input type="checkbox"/> PowerPoint presentations        |
| <input type="checkbox"/> Document editing             | <input type="checkbox"/> Statistical reports             |
| <input type="checkbox"/> Proofreading                 | <input type="checkbox"/> Numerical listings              |
| <input type="checkbox"/> Form design/update           | <input type="checkbox"/> Spreadsheets                    |
| <input type="checkbox"/> Database maintenance         | <input type="checkbox"/> Document imaging                |

*Check the software you have used on a regular basis and can demonstrate.*

- |  |  |
|--|--|
| <input type="checkbox"/> Windows       | <input type="checkbox"/> Internet User                             |
| <input type="checkbox"/> MS Outlook    | <input type="checkbox"/> Any Registration Programs (Specify) _____ |
| <input type="checkbox"/> MS Word       | _____  |
| <input type="checkbox"/> MS Access     | <input type="checkbox"/> Other (Specify) _____                     |
| <input type="checkbox"/> MS Excel      | _____  |
| <input type="checkbox"/> MS PowerPoint | _____  |

### Office Equipment

*Check the types of office equipment you have used and rate your ability 1-3. 1=some knowledge/exp; 2=good knowledge/exp; 3=highly skilled.*

- |  |   |
|--|---|
| <input type="checkbox"/> _____ Personal computer           | <input type="checkbox"/> _____ Multi-line telephone: # of lines _____ |
| <input type="checkbox"/> _____ Lap-top computer            | <input type="checkbox"/> _____ 10-key adding machine/calculator       |
| <input type="checkbox"/> _____ Printer                     | By touch _____ by sight _____   |
| <input type="checkbox"/> _____ Scanner                     | <input type="checkbox"/> Other office equipment used: _____           |
| <input type="checkbox"/> _____ Multi-function copy machine | _____   |
| <input type="checkbox"/> _____ FAX machine                 | _____   |

**Office Skills**

Check the types of duties you have performed and can demonstrate.

- Filing:     Alphabetical     Numerical     Other (describe)
- Bookkeeping:     Accounts Receivable     Accounts Payable     Payroll     Other (describe)
- Dispatching:     radio     computer-aided dispatch
- Deposits
- Cashiering experience:

List the type(s) of environment (retail, food industry, etc): \_\_\_\_\_

- Office Receptionist experience:

<u>Type of Office</u>	<u>Size of Office</u>	<u>Dates Employed</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____

Research/archival skills (describe): \_\_\_\_\_

Other related office skills: \_\_\_\_\_

**Public Contact**

- Receptionist:     small office     large office
- Answering telephones
- Screening telephone calls
- Screening visitors
- Call center duties
  - Providing information by telephone
  - Providing information in person
- Responding to complaints     in person     in writing
- Customer Service
  - Sales/collection of cash
  - Collection of overdue accounts
  - Follow-up in writing
- Activity/project coordination (describe): \_\_\_\_\_

Customer Service skills other than those listed above (describe): \_\_\_\_\_

List any other types of public contact: \_\_\_\_\_

**Training**

List all courses/training completed in office practices, secretarial science, bookkeeping, accounting, or related areas: \_\_\_\_\_