



## About Los Altos

Los Altos is a full service City with a budget of approximately \$39 million and a full-time staff of 130 employees. The Civic Center complex houses the City Hall, Youth Center, Police Station, Library, History Museum and Community Center. Los Altos, California (population 29,431) blends a distinctive community-oriented character with the proximity and influence of the Bay Area's cultural, recreational and business attractions.

With its picturesque neighborhoods, downtown village and highly-rated schools, Los Altos is one of the premier residential communities on the San Francisco Peninsula and a very desirable place to live, work and raise a family. It is located 40 miles from San Francisco, just south of Palo Alto and minutes from the heart of Silicon Valley.

## Typical Duties / Essential Functions

- Serve as the Recreation Department's first line of customer contact
- Establish and maintain positive relationships with customers, employees, contractors and volunteers
- Facilitate customers with the selection of programs that best fit their interest areas
- Assist customers in determining which rental facility to use for their events
- Prepare daily deposit accurately and on time
- Organize and manage Department files in accordance with the City's Record Retention Policy
- Support annual & quarterly instructor management tasks
- Enter activity data into the specialized registration software
- Prepare revenue and expenditure reports
- Manage Department office supplies and postage
- Communicate facility maintenance and banner hanging needs with the Public Works Department
- Assist with quarterly gym & field brokering reports and billing
- Performs other duties as assigned





## Position

The Office Assistant II provides administrative support to the Recreation Department, which includes program registration, vendor payments, facility reservations, recordkeeping, ordering supplies, customer interaction and point of sale. Duties include responding to phone, mail, email and in-person inquiries and requests from citizens, employees and other City departments; receptionist duties, typing, word processing, use of computer programs and applications, recordkeeping, organizing and compiling data, filing, computerized data entry, organizing calendars, working efficiently and effectively within Recreation and other departments with minimum supervision and with outstanding customer service.

## Ideal Candidate

The ideal candidate possesses the following skills and characteristics:

- Is highly professional, organized, detail-oriented, patient, ethical with outstanding customer service skills
- Has the ability to manage multiple projects simultaneously and respond to changing deadlines and priorities while still maintaining superior quality
- Demonstrate the ability to manage an office setting
- Is able to master the intricate variety of programs, events and facilities offered by the Recreation Department in order to offer specialized customer assistance
- Has the ability to work independently or as part of a team and the ability to work for and with a diverse group of managers, co-workers, volunteers and contractors

## Minimum Qualifications

### Knowledge of:

Basic office practices and procedures, including filing and the operation of standard office equipment, computers, related software, phone systems, fax/copy machines and email communications; Microsoft Office Suite including Word, Excel and Outlook; correct English usage written and verbal, including spelling, grammar, and punctuation; business letter writing and the standard format for typed materials; policies and procedures related to the department to which assigned; basic business data processing principles; effective time management principles; customer service principles; basic accounting principles.

### Skill in and Ability to:

Develop and maintain office files; compose routine correspondence from brief instructions; use initiative and sound judgment within established guidelines; prioritize work and coordinate several activities; multitask; communicate tactfully and effectively with the public, including interpreting and applying detailed rules and policies; rapidly learn, understand, retain and utilize directions, procedures, policies, processes and programs of the Recreation Department; provide excellent customer service to staff and customers in-person and via email and telephone; work harmoniously as part of a team or independently; perform successfully all the requirements of the position.



## Experience and Education

Any combination of experience and education that would likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:** Three or more years of responsible secretarial or administrative experience

**Education:** High School Diploma

**Desirable Education:** 2-4 years of college or business school

**Required Licenses or Certificates:** a valid California Driver's License

## Physical Requirements / General Working Conditions

Sit at a desk for long periods of time; repetitively use fingers and/or wrists or hands while twisting or applying pressure; maintain mental capacity which allows the capability of making sound decisions and demonstrating intellectual capabilities; have rapid mental/muscular coordination; maintain effective audio/visual discrimination and perception to the degree necessary for the successful completion of assigned duties; and lift up to 25 lbs, and carry up to 10 lbs.

## Salary and Benefits

\$3,926 - \$4,771 monthly

For new employees who are existing members of the California Public Employee Retirement System (CalPERS) the retirement formula is 2% @ 60. Employee pays 7% of salary for employee CalPERS retirement benefit. For new CalPERS members, retirement benefits are pursuant to the California Public Employee's Retirement Reform Act of 2013 (PEPRA) Section 7522.10, employees hired on or after January 1, 2013 will have a retirement formula of 2% @ 62 and will pay up to 50% of the normal CalPERS retirement cost. Normal cost is determined yearly by CalPERS actuarial.

- Choice of HMO or PPO plans through CalPERS Health Benefits
- Dental Reimbursement Plan
- City-paid life insurance; additional life insurance purchase option
- Long Term Disability insurance purchase option
- Vacation starting at 10 days annually
- Sick leave allowance of 12 days annually
- 10 annual holidays plus 2 Float Days
- 457 Deferred Compensation plans
- Flexible Spending Plan: dependent care and health care reimbursement
- Employee Assistance Program





## Background Investigation

Finalists will be required to undergo a background investigation check. Employment offers are contingent upon passing a drug screen examination. Past criminal convictions cannot be grounds for automatic disqualification but all candidates will be evaluated on a case-by-case basis.

## Equal Opportunity Employer

The City of Los Altos is an equal opportunity employer and values diversity. If you need reasonable accommodation to participate in any component of the testing process you must notify the Human Resources Division as soon as possible. Pursuant to ADA/FEHA regulations, official documentation to support your request may be required.



## Application Procedure

Application, responses to supplemental questions, and resume must be received no later than **5:00 p.m., Friday, May 9, 2014**. Applications may be obtained in the following ways:

- Apply online at [www.calopps.org](http://www.calopps.org). Member City: Los Altos
- Visit the City website at [www.losaltosca.gov](http://www.losaltosca.gov) to print the application form
- Call the City's 24-hour Job Hotline at (650) 947-2766
- Obtain in person by visiting Los Altos City Hall

## Selection Process

All applications and materials will be reviewed. Those most closely matching the desired qualifications and requirements will be invited to participate in an interview and assessment center. **Interviews are scheduled to be held on Tuesday, May 20, 2014.**



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[www.losaltosca.gov](http://www.losaltosca.gov)  
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[twitter.com/CityofLosAltos](https://twitter.com/CityofLosAltos)



## Supplemental Questions

1. Have you taken direction from more than one supervisor, and how best do you handle the situation? Please cite examples of any previous experiences you may have had.
2. A customer calls regarding renting a facility for a memorial service. What questions should you ask the person to determine which City facility will work best for their rental?
3. Please describe all of your financial tracking experience, such as: cash handling, deposits or end of day closing or reporting.
4. A customer you are serving at the front counter is very upset that their child's summer camp has been cancelled. Explain in detail the steps you would take to ensure that they are satisfied when done with the conversation. Please cite an example of any similar situation you may have had to deal with in the past.
5. Have you ever had a misunderstanding, oversight or disagreement with another co-worker? Please cite any examples and how you were able to overcome the situation.

