# City of Los Altos

# Part Time Office Assistant I

## 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.

## Position

The Office Assistant I provides administrative support to the Recreation & Community Services Department, which includes program registration, facility reservations, recordkeeping, customer interaction and point of sale. Duties include responding to phone, mail, email and in-person inquiries, as well as requests from citizens, employees and other City departments. The Office Assistant I performs receptionist duties, including: 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 & Community Services Department and other departments with minimum supervision and with outstanding customer service.

## Typical Duties / Essential Functions

- Serve as the Recreation & Community Services Department's first line of customer contact
- Establish and maintain positive relationships with customers, employees, contractors and volunteers
- Advise customers on the selection of programs that best fit their areas of interest
- Assist customers in determining which rental facility to use for their events
- Support annual & quarterly instructor management tasks
- Enter activity data into the registration software
- Performs other administrative/ clerical duties as assigned

## 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 & Education

Any combination of the listed experience and education requirements may lead to a qualifying application. A typical way to obtain the knowledge and abilities would be:

**Experience:** A minimum of one year of responsible secretarial or administrative experience. Prior experience with activity registration and facility rentals is highly desired.

**Education:** Equivalent to graduation from high school. Completed college-level coursework is desirable.

## 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 & Benefits

$11.00—$16.25 hourly; 15—20 hours per week

Pay rate will be determined by the hiring manager based on experience and education.

## Application Procedure

The recruitment will close **upon receipt of the first 100 applications** or by **3:00 p.m., Wednesday, December 24, 2014**, whichever comes first.

Applications may be obtained in the following ways:

- Apply online at www.calopps.org / Member City: Los Altos
- Visit our website at www.losaltosca.gov to print the application form
- Obtain in person by visiting Los Altos City Hall, 1 N. San Antonio Road, Los Altos

## Selection Process

All applications and materials will be reviewed. Those most closely matching the desired qualifications and requirements will be invited to participate in the examination process.

## Background Requirements

Finalists will be required to undergo a thorough background review and criminal/vehicle records check and fingerprinting check. Past substance abuse and criminal activity may be grounds for 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.

City of Los Altos
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