



WELCOME TO OAKLEY

The City of Oakley is situated in eastern Contra Costa County. The City of Oakley incorporated in 1999 to manage growth more effectively, improve community services, and the quality of life.

Cultivating a strong sense of community and civic pride are the cornerstones to the City's success. Building on its rich heritage, City leaders understand the importance of balancing growth and preserving a high quality of life for its citizens. The City's motto, "A Place for Families in the Heart of the Delta" is evidenced everywhere you go – the City boasts highly ranked schools, safe neighborhoods, and has been named by "San Francisco Magazine" as one of the best places to raise a family in the East Bay.



***The City of Oakley is committed to the
3P's of Public Service:***

***Polite
Professional
Progressive***

COMPENSATION

The hourly rate of pay is \$11.50 to \$16. This is a **part-time** position limited to 960 hours per fiscal year. Benefits are not provided.

APPLICATION PROCESS

The **REQUIRED** City of Oakley employment application is available at City Hall located at 3231 Main Street, Oakley or by visiting the Human Resources Department page on the City of Oakley website at www.ci.oakley.ca.us.

Applications are due on **August 31, 2017, by 5:00 pm**. Faxes and postmarks will **NOT** be accepted.

SELECTION PROCESS

Applications will be screened and those applicants possessing the MOST DESIRABLE minimum qualifications will be notified to participate in the interview process. All applicants will be notified via email or telephone whether or not they are invited to participate further in the selection process. Selected candidate must successfully complete a background and reference check. Qualified applicants will be considered without regard to race, color, ancestry, religion, national origin, sex, gender, age, disability, medical condition (as defined by State law), marital status or political affiliation. In accordance with applicable Federal and State laws, the City will attempt to accommodate reasonably qualified individuals with disabilities unless doing so would create an undue hardship on the City. Any qualified applicant with a physical or mental disability who requires an accommodation in the testing and/or selection process should contact the Human Resources Division and request an accommodation at least 3 business days prior to the interview.



- Now Hiring -

RECEPTIONIST

\$11.50 to \$16 per hour

Depending upon qualifications

This is a part-time position, limited to 960 hours per fiscal year. Benefits are not provided.

Final Filing Date:

Before 5 p.m. on August 31, 2017



Human Resources Department
3231 Main Street
Oakley, CA 94561
www.ci.oakley.ca.us

THE DEPARTMENT AND POSITION

The City of Oakley is hiring a part-time *Receptionist* to assist with a variety of administrative tasks in the City Clerk's Division. This is an outstanding entry-level position for a highly motivated individual who is interested in working with customers, civic leaders, schools, and community organizations.

Under general supervision of the City Clerk, the Receptionist will serve as our front-line customer service representative, responsible for greeting visitors and callers in a polite and professional manner, routing them to the appropriate person or department, and providing information to the public.

This position works approximately 19 hours per week (not to exceed 960 hours in a fiscal year) and benefits are not provided. **The regular schedule to be agreed upon after conditional offer has been made.**



EDUCATION AND TRAINING

Education equivalent to a twelfth grade education including or supplemented by one year of responsible general clerical experience, preferably in customer service. Previous municipal experience is preferred, but not required.

REPRESENTATIVE DUTIES

- Receive and greet callers and visitors
- Route callers to the appropriate department after carefully listening to the customer's needs
- Take detailed messages
- Provide information to the public
- Call for service repairs for office equipment, as needed
- Inventory and maintain office and break-room supplies
- Maintain conference room calendars
- Provide clerical support to other City Departments
- Sort and distribute incoming mail & prepare outgoing mail
- Process overnight shipping packages
- Receives forms, applications or other documentation and provide a general review for completeness and route to staff.
- Prepare order requests or invoices for department head review.
- Serve as a Passport Acceptance Agent after completing required training course, within one month of hire.

Passport Acceptance Agent Requirements:

- Be at least eighteen years of age.
- Be a U.S. citizen or U.S. national.
- Are not on parole or probation, not presently under indictment, or convicted of any Federal, State, or local law that includes a breach of trust or moral turpitude (i.e. embezzlement, document fraud, drug offense, or dishonesty carrying out a responsibility involving public trust).

KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of:

- English spelling, grammar, and punctuation
- Modern office methods, procedures, and equipment

Ability to:

- Represent the City of Oakley in a polite and professional manner
- Learn department policies; procedures, organization and operating details
- Understand the organization and its operations
- Understand and carry out oral and written directions
- Work independently
- Exercise judgment and discretion
- Establish and maintain positive working relationships
- Proficiently use software including desktop publishing, word processing, and spreadsheets

Skill to:

- Manage multiple tasks and meet due dates
- Effectively communicate with the public and other employees
- Demonstrate active listening skills
- Handle difficult situations that require tact and diplomacy

