City of Milpitas

Announces a job opportunity for

Public Services Assistant I/II

Working Title: Public Services Assistant I/II
Annual Salary Range: I: $52,269 - $63,533; II: $57,495 - $69,886
Final Filing Date: **Wednesday, November 6, 2013**

About the Position

Under general supervision, performs a variety of responsible and specialized office support work involving extensive public contact, including related bookkeeping and record keeping tasks.

Public Services Assistant I - This is the entry level class in the Public Services Assistant series. Initially under immediate supervision, incumbents learn public contact duties and department procedures. As experience is gained, a wider variety of duties are performed. This class is flexibly staffed with Public Services Assistant II and employees may advance to level II after gaining the required experience, knowledge, and skills.
Public Services Assistant II – This is the full journey level class in the Public Services Assistant series, and is distinguished from level I by performance of the full range of duties as assigned, with only occasional instruction or assistance in non-routine situations, Public Services Assistants are supervised by management or supervisory staff. Incumbents in the Public Services Assistant II class may provide technical supervision for those in the Public Services Assistant I class.

Examples of Duties - duties may include, but are not limited to, the following:

- Provide direct support services to the public on City policies and procedures including City sponsored programs and activities.
- Register participants in City sponsored programs; calculate, collect, and process fees and charges.
- Maintain agency fund accounts.
- Respond to complaints and requests for information on regulations, procedures and policies; refer the more complex situations that may arise as appropriate.
- Prepare and submit data and information for input into computerized systems.
- Maintain appropriate records and logs for assigned program area, including the processing of purchasing requisitions, maintaining adequate supply levels, receipt and expenditure records.
- Create computerized spreadsheets and input data into computerized system.
- Compile statistics and prepare monthly reports.
- Type a variety of written materials from rough draft or verbal instructions.

Knowledge and Abilities

The candidate would have knowledge of and ability to:

- Use of correct English language, spelling, punctuation, grammar, and vocabulary.
- Modern office methods, procedures, office software and office equipment.
- Fundamental principles of bookkeeping and record keeping, including handling cash and checks.
- Perform responsible and specialized office support work involving the use of independent judgment.
- Communicate effectively, orally and in writing.
- Follow oral and written instructions.
- Interpret and apply the operating rules and procedures.
- Type at a rate of 40 words per minute. (**A copy of your typing certificate is required**)

Minimum Qualifications

Experience:
Public Services Assistant I - One year of full-time clerical or office support experience, which included dealing with the public and record keeping duties.
Public Services Assistant II - Two years of experience performing responsible and specialized clerical/office support work involving heavy public contact.
Education: Equivalent to the completion of the twelfth grade.
License:

- Possess and maintain throughout employment an appropriate, valid California Driver's License.

Certification in the following areas is required within six months of appointment and must be kept current throughout employment:

- American Red Cross First Aid
- American Red Cross CPR

Typing Certificate: You are required to submit a typing certificate confirming a speed of a minimum of 40 words per minute.

Special Requirements

Essential duties require the following physical abilities and work environment:
General office environment; sit and/or stand for long periods of time, repetitive keyboarding; reach squat, lift, and carry up to 15 pounds; some assignments may require an evening and weekend work schedule.

Selection Process

Applicants whose qualifications best meet our current needs will be invited to participate in the selection process that may consist of an assessment of the candidate's written skills, computer skills, and an oral board interview. Candidates who successfully pass the selection process will be placed on an eligibility list. All candidates will be advised of their status once a finalist has been selected.

To Apply

Only online applications via CalOpps will be accepted. Visit the City of Milpitas website at www.ci.milpitas.ca.gov or www.calopps.org to apply. A copy of your typing certificate verifying a speed of at least 40 wpm and your resume must be scanned and attached to your application by the filing date.

Typing/Keyboard Proficiency Verification: For information on the typing verification requirements, visit www.ci.milpitas.ca.gov/_pdfs/hr_typing_proficiency.pdf

A complete job description is available on the City of Milpitas website: www.ci.milpitas.ca.gov (under Employment, Job Specs) or from Human Resources - (408) 586-3090.

The City reserves the right to close or re-open the recruitment at any time. Incomplete and/or inaccurate application materials may result in disqualification from the recruitment process.

Salary and Benefits

The salary for this position will be dependent upon the qualifications and experience of the selected candidate. The salary range I: $52,269 - $63,533; II: $57,495 - $69,886 annually. The City provides an excellent array of benefits that includes the following:

- Contributory Retirement Plan – New Hire Employee pays 7% employee PERS contribution and 12.9% towards employer PERS contribution.
- Retirement - In compliance with AB340, CalPERS retirement formula is either 2% at age 62, or 2% at age 60, depending on the individual's eligibility.
- Vacation - 11 days per year to a maximum of 31 days per year.
- Sick – 12 days per year
- Holidays – 13 days per year
- Health Insurance – Multiple plans
- Dental and Vision – City paid.
- Life insurance - City paid $50,000 life insurance. Long and short-term disability coverage.
- 457 (b) Deferred Compensation Plan - Voluntary
- Tax deferred medical and dependent savings plans
- Flexible Spending - Pre-tax medical and dependent day care expense accounts

The City of Milpitas is an Equal Opportunity/ADA employer. Reasonable accommodation in the application, examination, and selection process will be made upon request to Human Resources at (408) 586-3090.

The information contained in this announcement does not constitute either an expressed or implied contract and these provisions are subject to change.

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http://www.ci.milpitas.ca.gov/government/hr/employment.asp