

Office Assistant II - Spanish Bilingual*

Monterey County Department of Social Services

Application Deadline Friday, July 14, 2017 at 5:00pm PST

Monthly Salary \$2,559 - \$3,495

Recruitment Type Open to the Public, Full-Time

Tentative Examination Dates

Written Examination Saturday, July 29, 2017

***Bilingual Oral
Examination*** Saturday, August 19, 2017

Examinations will be held in Monterey County

Work Location Salinas, Seaside, and King City, California

Monterey County is an Equal Opportunity Employer - Minorities, veterans, and persons with disabilities are strongly encouraged to apply.

The Position

Working under general supervision, the Office Assistant II is the journey level in the Office Assistant series. An Office Assistant II performs a variety of general or specialized clerical duties related to filing, reception, form processing, record maintenance, mail, typing or data entry; obtains and compares information related to department records, programs, and services; may perform the initial applicant screening as an incidental function; and performs related work as required. Employees at this level are expected to be fully qualified and able to perform difficult and responsible office support work within the framework of established work methods and procedures and to use independent judgment in selecting and applying specific references, procedures, sequences, and alternatives to different work situations, referring non-procedural questions to the supervisor.

Minimum Qualifications

While the following requirements outline the minimum qualifications, only applicants who demonstrate the best qualifications match for the job will be selected to continue in the recruitment process. Applicants must meet the minimum qualifications by the application deadline. The knowledge, skills and abilities may be acquired through various types of experience, education or training, typically:

One (1) year of full-time experience performing clerical duties in an office environment.

To view additional information about the typical duties, knowledge, skills and abilities for this classification, please visit our website at https://secure1.cpshr.us/mss_jobs/InfoListings.aspx and search for the classification title.

Typical Duties

Duties may include, but are not limited to, the following:

- Addresses complaints and explains regulations to customers or the public.
- Responds to inquiries regarding departmental functions, services, policies, and procedures.
- Obtains information from customers, visitors, or callers to determine appropriate resource, action, document, or staff referral to meet their needs.
- Explains the proper use of forms and documents.
- Prepares items for mailing and sorts and distributes incoming mail according to established guidelines and procedures.
- Operates multiline telephone system including answering calls, transferring calls, and taking messages.
- Schedules customer appointments and maintains schedules for technical or professional staff.
- Composes correspondence, reports, memos, and other documents.
- Reviews and processes forms/documents in accordance with established guidelines and procedures.
- Monitors and updates manual or electronic files.
- Operates a variety of standard office equipment.
- Compiles information to respond to questions or address issues.
- Reviews submitted forms or applications to verify accuracy and completeness.
- Operates automated systems, or other department-specific computer systems.
- Maintains accurate department and customer records.
- Performs initial screening of applications for departmental services.
- Performs related duties as assigned.

Additional Information

Employees **must have and show their original Social Security Card and a valid California Driver License on first day of work.** Employees who drive on County business to carry out job-related duties must possess a valid California Driver License for the class of vehicle driven. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

This position is non-exempt from the Fair Labor Standards Act (FLSA) and is eligible for overtime pay.

All new hires will be subject to Live Scan Fingerprinting.

Monterey County is a Drug-Free Workplace.

***This position requires the ability to speak, read and write Spanish in addition to English. Candidates who have not passed the exam previously must take and pass the Merit System Services Spanish proficiency examination prior to appointment.**

Examination Information

The examination process may include one or more of the following components: application evaluation, computer skills assessment, secondary screening, supplemental questionnaire, written examination, writing assessment, job related exercise, and/or a structured oral examination.

The tentative dates of the examination components are listed on the first page of this job bulletin. In the event that a supplemental questionnaire is included, please note that the answers provided may be used as a secondary screening to evaluate applicants.

The exam will be weighed based on the examination components administered for this recruitment.

Notifications

CPS HR Consulting will send you an email informing you of your status once it has been determined. Applicants who apply via a paper application and do not provide an email address will receive all recruitment notification(s) via United States Postal Service. Applicants selected to continue in the examination process will be invited to the next step. If you have not received notice at least two (2) working days prior to the tentative test date, please contact CPS HR Consulting at mss@cpsshr.us.

Please add emails with the extension of @cpsshr.us to your safe sender email list (example: mss@cpsshr.us). This will help ensure that you receive all notifications. Periodically check your spam folder.

CPS HR Consulting is not responsible for emails that are not received, and examinations will not be re-scheduled as a result of emails not being received.

Some positions require that all approved applicants take and pass an oral examination to continue in the recruitment process. If this job bulletin states that there will be an oral examination for this position, please note the following: Prior to being scheduled for the oral examination, you may receive an email regarding scheduling an examination time from CPS HR Consulting, mss@cpsshr.us. If you do not respond to the email sent to you by the specified deadline, or you are not available on the specified examination date, you will not be scheduled for the oral examination.

Special Testing Arrangements

Special testing arrangements may be made to accommodate applicants for disability, military, or religious reasons. If you require such arrangements, please contact CPS HR Consulting at mss@cpsshr.us or 916-263-3614 upon notification that your application has been approved. Documentation from medical, military, school, or church officials outlining the accommodation request must be received by our office a minimum of five business days prior to a scheduled examination.

Foreign Education

Applicants who completed their education outside of the United States must submit verification of degree and/or course equivalency by the application deadline. Organizations that provide foreign education credential evaluation services can be found at www.naces.org. CPS HR Consulting will accept verification of degree and/or course equivalency from any of the listed member agencies. You must fax all pertinent documents to CPS HR Consulting at 916-648-1211 or by email to mss@cpsshr.us prior to the application deadline. Applicants who have previously submitted degree equivalency documentation must notify CPS HR Consulting.

About Monterey County

Monterey County, with a population of approximately 428,826, is located on the central coast of California, approximately two hours south of San Francisco.

Salinas, the county seat, has a population of approximately 155,662.

Monterey County offers a mild, spring-like climate year-round. The County offers a wide range of scenic locals including: Monterey's picturesque bay and seaside restaurants, the Salinas Valley's hillside vineyards, Big Sur's rugged coastline and redwood groves, Pebble Beach's perfectly groomed golf courses, Salinas' renowned old-fashioned rodeo, and Carmel-by-the-Sea's elite music and art festivals.

How to Apply

Applicants must submit a completed online application, including any of the additional documents/materials indicated. Additional documents/materials are included in the online application. Apply online by logging onto www.mss.ca.gov and follow the instructions.

The information you include on all recruitment and selection related documentation is an integral part of your examination and will be reviewed and evaluated based on the current job requirements. Only the education, experience, and training you list will be compared to the criteria measuring the qualifications for this job, and only applicants with the most relevant education, experience, and training will be included in each phase of the selection process. ***Therefore, it is especially important that your responses to each component of this process be as complete and detailed as possible.*** Be very careful to list all relevant education, experience, and/or training that should be taken into account for this job.

It is recommended that you apply via the online application system. Applicants without Internet access may fax a paper application to (916) 648-1211 or mail to the address below. Faxed or mailed applications will ONLY be accepted on the dates/times indicated on the front of this job bulletin. POSTMARKS ARE NOT ACCEPTED. Application packets may be obtained by contacting CPS HR Consulting, or the Social Services, Child Support, or Human Resources Department in the County.

CPS HR Consulting
Merit System Services Unit
241 Lathrop Way, Sacramento, CA 95815
Website: www.mss.ca.gov
Email: mss@cpsshr.us
Phone: (916) 263-3614

Note: Your application and any additional material become the property of CPS HR Consulting.

Please make a copy for your file.

This job bulletin will not be available online after the application deadline.

Please print a copy for your records.

Nothing in this recruitment bulletin constitutes an expressed or implied contract. CPS HR Consulting reserves the right to make necessary modifications to the examination plan and/or schedule in accordance with Local Agency Personnel Standards.

Bulletin Issue Date: July 3, 2017