



CITY OF SANTA ROSA
invites applications for the position of:

Municipal Service Center Yard Attendant - Part Time On Call

An Equal Opportunity Employer

SALARY: \$19.24 - \$23.40 Hourly

OPENING DATE: 07/17/18

CLOSING DATE: 07/31/18 11:59 PM

THE POSITION:

The City of Santa Rosa is accepting applications for a part-time, on call Municipal Service Center Yard Attendant. This position is a temporary, fill-in position that provides backup when regularly scheduled Yard Attendants cannot work their scheduled shift due to illness, vacation, or other requested time off. This position may work numerous shifts in a pay period, or they may go weeks without being called in.

The fundamental reason for the existence of this position is to monitor the Municipal Service Center by providing customer assistance, dispatching appropriate authorities, patrolling the facilities, observing, addressing, and reporting security issues; and responding to citizen calls outside of normal working hours.

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

Essential Duties:

The following duties are considered essential for this job classification:

- Patrol Municipal Services Center (MSC), including lot, offices and vehicles, assisting customers and monitoring the safety and security of the MSC;
- contact and cooperate with law enforcement personnel in matters relating to investigation of offenses and the apprehension of offenders;
- remain highly visible and be alert to problematic or nuisance behavior and take appropriate action to mitigate;
- monitor equipment operation and address problems as necessary;
- provide emergency communications link to the Police and Fire Departments, City Management and other emergency employees;
- receive, prepare and submit incident reports related to operations during scheduled shifts;
- receive emergency/non-emergency calls from the public or emergency communication centers, requesting assistance or other emergency/non-emergency service;
- determine nature and location of emergency, determine priorities, and dispatch personnel units as necessary and in accordance with established procedures;
- monitor direct emergency alarms and security monitors;
- enter, update, and retrieve information from a variety of computer systems programs and procedure manuals;
- operate a variety of communications equipment, including radio consoles, telephones and computer systems;
- perform routine and repetitive duties;

- understand and follow oral and written instructions;
- produce written documents using proper punctuation, grammar and spelling;
- operate standard and modern office equipment;
- speak clearly and precisely;
- exercise good judgment and make sound decisions;
- effectively communicate with, and elicit information from, upset and irate citizens;
- exercise independent judgment and work with minimal supervision;
- ability to learn geographic features and streets of the City of Santa Rosa;
- comprehend and make inferences from written material;
- handle simultaneous events effectively;
- operate standard radio and telephone communications receiving and transmitting equipment;
- continually use standard broadcasting procedures and rules.

Additional Duties:

In addition to the duties listed in the Essential Duties section, each employee in this classification may perform the following duties. Any single position may not be assigned all duties listed below, nor do the examples cover all duties which may be assigned.

REQUIRED QUALIFICATIONS:

Knowledge of: Department rules, regulations, policies and procedures; emergency and customer service protocol.

Ability to: Interact effectively with the public; communicate effectively orally and in writing; learn and communicate yard requirements; observe and accurately report incidences, remember facts, place, and the sequence of events; accurately evaluate situations; prepare brief and accurate reports and activity logs; comprehend and make inferences from written material; speak clearly and precisely; understand and follow verbal and written instructions; and work effectively on multiple duties.

Experience and Education: Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the required knowledge and abilities would be: Experience - Sufficient experience working in a public service or customer service setting, monitoring the activities of others, and/or disseminating information to appropriate employees, authorities, and/or citizens, to demonstrate possession of the knowledge and abilities listed above; Education - Equivalent to completion of the twelfth grade.

ADDITIONAL INFORMATION:

Working Conditions: Incumbents are required to enter and retrieve data from personal computers and terminals via keyboards, and this is often performed while sitting for extended periods of time; operate office, computer and communications equipment requiring repetitive arm/hand movement and/or the coordinated movement of more than one limb simultaneously and making fine, highly controlled muscular movements; speak clearly and precisely; handle simultaneous events effectively; patrolling the Yard requires walking for extended periods of time, with infrequent opportunities to stop, sit or rest at will; identification of nuisance behavior requires observation of people's behavior to determine compliance with rules; being aware of vehicle and human traffic in the yard requires the ability to hear related activities such as alarms and warning devices and be able to see monitors; incumbents are exposed to dust, fumes, and outdoor working conditions in relation to heat and cold in all weather conditions while patrolling the facility; required to work evening, nights week-end, and Holidays shifts as assigned, depending upon the operational needs of the yard and due to the critical nature of the work, must be willing and available to work additional hours beyond their assigned shifts, sometimes with little or no notice.

APPLICATIONS MAY BE FILED ONLINE
AT:
www.srcity.org/jobs

Job #18/19-12JG-O
MUNICIPAL SERVICE CENTER YARD ATTENDANT - PART TIME ON CALL
JG

Computer kiosks are available at our
office for applicant use:
100 Santa Rosa Ave, Room 1
Santa Rosa, CA 95404
Monday - Friday 8:00 AM to 5:00 PM

CONTACT US:
707-543-3060 jobs@srcity.org (do not
send resumes here)

APPLICANT'S RESPONSIBILITIES:

Before making the final submission of the application, it is your responsibility to ensure you are submitting a complete application package, which will consist of a complete application for employment reflecting all jobs you have held during at least the last 10 years and may consist of additional required documents and a complete supplemental questionnaire. A resume will not be accepted in lieu of a complete application. Your responses to any supplemental questions describing specific work experience and education must clearly correspond to work history and education on your application.

SPECIAL ACCOMMODATIONS:

If special accommodations are necessary at any stage of the examination process, e.g., written examination, oral appraisal interview, assessment center or other activity, you must request an accommodation within five (5) business days of being noticed that an event requiring accommodation is occurring and every attempt will be made to consider your request. To request an accommodation, please visit our website at www.srcity.org/jobs or call Human resources at 707-543-3060. The City is an equal opportunity employer.

Municipal Service Center Yard Attendant - Part Time On Call Supplemental Questionnaire

- * 1. To be considered for this position, you must be available to work any shift, including swing and graveyard, part-time hours, and any day of the week, including holidays. I am available to work under the above conditions.
☐ Yes ☐ No
- * 2. Please describe your experience providing customer service. In your answer, please include the following information: Name of your employer, your job title, length of experience in that position, and type of customer service you provided.
- * 3. Please describe your experience working with a computer. In your answer, please include the following information: Computer applications you have used, data entry experience, internet experience, where you gained computer experience.
- * 4. Please list any experience you possess related to plumbing or other maintenance duties.
- * Required Question