

Alameda County

Invites you to apply for

Office Support Positions

www.acgov.org/hrs



Clerk II

Specialist Clerk I

Specialist Clerk II

Secretary I

Clerical Assistant (Services-As-Needed)



ABOUT ALAMEDA COUNTY

Alameda County is located on the east side of San Francisco Bay, is California's seventh largest county. The County employs 9,080 full-time employees and operates on an annual budget of \$2.43 billion. Oakland, the County seat, is California's eighth largest city. One and a half million people call Alameda County home and live in a variety of incorporated cities, unincorporated communities and rural areas. As a major urban county, Alameda provides a full range of services to its citizens. The County is a blend of culturally and ethnically diverse communities, and its mixture of cosmopolitan and suburban areas provides the perfect environment for families and their active lifestyles. The County offers extensive cultural resources, countless recreational opportunities and an array of fine public and private colleges and universities.

Vision

Alameda County is recognized as one of the best counties in which to live, work and do business.

Mission

To enrich the lives of Alameda County residents through visionary policies and accessible, responsive, and effective services.

Values

Integrity, honesty, respect, fiscal stewardship, commitment, accessibility, responsiveness, leadership, teamwork, diversity, environmental stewardship, social responsibility, and compassion.



Benefits

The County offers a competitive compensation package that includes medical, dental, vision, life insurance, dependent care assistance, pre-tax transit and parking, 11 paid holidays plus floating holidays, generous vacation and sick leave, a comprehensive employee assistance program, short and long term disability, long-term care options, and a defined benefit retirement plan as well as a voluntary deferred compensation plan.

ONE TEST—MULTIPLE JOBS

Alameda County now offers one test for the following related office support positions which include:

Clerk II
Specialist Clerk I
Specialist Clerk II
Secretary I
***Clerical Assistant (Services-As-Needed)**

An eligible list will be established for each of the classifications with the exception of Clerical Assistant (SAN) in order to fill current and future vacancies. *The County's Temporary Assignment Pool Program may also appoint Clerical Assistants (SAN) from these lists.

Apply Online—acgov.org/hrs

Applications will only be accepted on-line by completing the Office Support application and its supplemental questionnaire.

Application Filing Period:

August 16, 2010 through August 23, 2010

EMPLOYMENT TESTING PROCESS

The Office Support selection process will consist of the following four phases:

1. A written examination (pass/fail) with the following components:
 - A. English Grammar and Usage
 - B. Reading Comprehension
 - C. Proofreading
 - D. Basic Arithmetic
2. Application and supplemental questionnaire review of minimum qualifications for each position for which the applicant has applied. *Applicants who do not meet the minimum qualifications for the positions for which they have applied will not move forward in the testing process.*
3. A computer skills assessment (pass/fail) with the following components:
 - A. Microsoft Windows
 - B. Microsoft Word
 - C. Microsoft Outlook
 - D. Typing Speed
4. A panel interview weighted as 100% of the final score (The interviews will vary based on the positions.)

The Human Resource Services Department will make reasonable efforts in the examination process to accommodate qualified individuals with mental and physical disabilities, and/or medical conditions in accordance/compliance with the State's Fair Employment Housing Act (FEHA), Federal Americans with Disability Act (ADA) of 1990, and Alameda County Resolution No. R-83-773. **To request reasonable accommodation, you must notify the Human Resource Representative listed on this announcement as soon as possible and before the last day to file in order to make the necessary arrangements during each step of the examination process.** (510) 272-3703 (TDD)

ABOUT THE POSITIONS

Clerk II: \$20.16 - \$22.70 Hourly

Clerk II is the journey level general clerical classification. Incumbents in this class perform functions which require the exercise of initiative and judgment. Incumbents perform a wide variety of moderately difficult clerical work, requiring the ability to choose among a limited number of alternatives in solving routine problems. Incumbents are assigned duties involving work with a variety of documents, formats or persons, frequently involving arithmetic calculations, typing specific information from a group of standardized source documents for entry into a data processing system, or performing a search and retrieval of computer file information by way of computer terminal (CRT) or personal computer. Positions at this level require that incumbents have the ability to identify errors in basic English spelling and grammar or arithmetic in documents which generally are not reviewed for technical detail or accuracy.

Requirements: The equivalent of one year full time experience in clerical work **OR** completion of a post high school clerical training program from a business school or vocational training center, which would enable the applicant to acquire the knowledge and abilities listed in the job specification.

Specialist Clerk I: \$20.85 - \$23.63 Hourly

Under general supervision, to do difficult clerical work, requiring the exercise of considerable initiative and judgment, within the framework of County or department policies and procedures; and to do related work as required.

Requirements: Two years of full-time clerical experience **OR** The equivalent of one year of experience in the class of Clerk II or in an equivalent or higher level clerical class in the Alameda County classified service.

Specialist Clerk II: \$22.32 - \$25.31 Hourly

Under general supervision, to do the most difficult or complex clerical work, requiring the exercise of substantial initiative, judgment, and independence within the framework of County or department policies and procedures; and to do related work as required.

Incumbents of positions in this class perform duties requiring greater exercise of initiative and judgment beyond that of the lower-level Specialist Clerk. Specialist Clerk II requires a more thorough knowledge of broad and complex procedures, systems, rules, codes and policies in order to perform assigned duties. Positions are often characterized by the time constraints to complete tasks and include substantial financial and/or legal liability to the County of the tasks. The position is expected to function in a sensitive and highly confidential environment where incumbents exercise considerable independent judgment and decision making in areas such as, investigations, employee relations, protective services or vendor/contract coordination for a County agency. Performance at this level requires the ability to interpret and apply specific codes, laws, ordinances, legal documents or technical terminology. Such positions normally require a minimum of one year of training in order to make decisions and determinations based on the specialized department and program knowledge.

Requirement: The equivalent of three years of full-time clerical experience **OR** the equivalent of one year of experience in the class of Specialist Clerk I or in an equivalent or higher level clerical class in the Alameda County classified service.



ABOUT THE POSITIONS CONTINUED

Secretary I: \$20.90 - \$24.89 Hourly

Under general supervision, incumbents provide a wide variety of difficult to complex secretarial and clerical duties; relieve an administrator of administrative details; and perform other related duties as required.

Positions allocated to classes in this series are distinguished from positions in general and specialized clerical classifications in that incumbents in secretarial classes report directly to a county administrative official and have assigned responsibility for relieving him/her of administrative details.

Requirement: The equivalent of two years of full-time experience in clerical work, requiring a typing proficiency level of not less than 40 wpm **OR** the equivalent of one year of experience in the class of Clerk II or an equivalent or higher level clerical class in Alameda County classified service.

Clerical Assistant (Services-As-Needed)

The primary goal of the Alameda County Temporary Assignment Pool (TAP) Program is to provide immediate, staffing support services to all Alameda County departments. Departments may utilize TAP employees to provide coverage for all temporary staffing needs including special projects, long-term leaves, and pending recruitment processes.

Positions in TAP are provisionally appointed as Human Resources employees and are classified as Services-As-Needed. TAP employees are eligible for medical and dental benefits once eligibility criteria are met. Work assignments will vary in duration, from one day up to eighteen months. Job duties and requirements will vary from assignment to assignment. An employee's administrative skills, work experience, performance evaluations at Alameda County and availability to work are all determining factors used when assigning new job orders to employees. Continuous employment is not guaranteed. Therefore, it is recommended that employees be prepared for the possibility of gaps between work assignments.

For complete job descriptions, please visit our website at www.acgov.org/hrs



HOW DO I PREPARE FOR THE WRITTEN EXAM?

You can usually find study guides, materials, and practice civil service examinations at your local library. To take on-line practice tests through your local library, search out Learning Express for both standard basic skills tests or specialized Civil Service practice exams. To access Learning Express through the Alameda County Library system, you will need an Alameda County Library Card. If you do not have one, you may register for an e-card on line at www.aclibrary.org. When you enter the web site, look for *Using your library*, and click on *get a library card* to register for an e-card. Your e-card number will be emailed to you. You can then explore the testing materials in the research feature and click on job service; from there you will find test preparation; click on Learning Express Library.

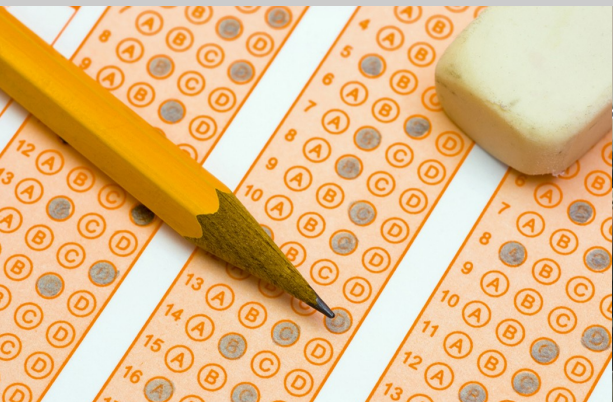
HOW DO I PREPARE FOR THE JOB INTERVIEW?

The interview will consist of a panel of 2 to 3 interviewers. The interviewers will be looking for specific examples of some of your past accomplishments and challenges. Some of those examples will be successes, some will not. Your interviewers will be seeking a balance of both types of situations.

To prepare for the oral exam, think of examples from your past experience where you have demonstrated the following competencies:

- actively participated as a member of a team
- maintained effectiveness when experiencing major changes
- assimilated and applied newly learned information
- provided exceptional customer service
- maintained performance under pressure or opposition
- ensured the quality of your work
- used effective approaches for choosing a course of action

We will be asking you to describe the actions you took in each situation and the impact your actions had on co-workers, the organization or the community. The time you invest in preparing will ensure an effective and productive interview.



APPLICATION PROCESS

Applications will only be accepted on-line from August 16, 2010 to August 23, 2010!

Each applicant must properly complete the official application and supplemental questionnaire on-line at www.acgov.org/hrs. **A properly completed Supplemental Questionnaire must be submitted with each application.** Applications and supplemental questionnaires must be in the possession of the Human Resource Services Department by 5:00 p.m. on the last day for filing. **Paper applications, postmarks and faxes are not accepted.** Failure to submit the on-line application and supplemental questionnaire between the dates indicated will result in disqualification.

Tentative Selection Schedule:

- Application Final Receipt Date: August 23, 2010
- Written Exam: September 11-16, 2010
- Computer Skills Testing: Week of October 18, 2010
- Interviews: Week of November 15, 2010

Some correspondence to candidates may be sent through e-mail from officesupportjobs@acgov.org. Please make sure your e-mail settings are set to accept e-mails from this address.



Questions/Comments

If your last name begins with the following letters your contact for this recruitment will be:

A through I Cheri Harraway — HR Analyst — cheri.harraway@acgov.org — (510) 208-9593

J through R David Sides — HR Analyst — david.sides@acgov.org — (510) 272-6468

S through Z Brian Wong — HR Analyst — brian.wong@acgov.org — (510) 272-6434



Human Resource Services

Alameda County is an Equal Opportunity Employer