



THE CITY OF REDWOOD CITY  
INVITES APPLICATIONS FOR:

**CONTRACT  
OUTREACH  
SPECIALIST  
(BILINGUAL –  
SPANISH &  
ENGLISH)**

**#21B-20**

**40 hours per week**

**SALARY:**

**\$26.49 - \$30.65 hourly**

**Closing Date:**

**Continuous**

(Opened 08/27/2021)

**Application Process**

Apply online at

[www.CalOpps.org](http://www.CalOpps.org)

Member Agency: Redwood City

Candidates with a disability, which may require special assistance in any phase of the application or selection process, should advise the Human Resources Division upon submittal of application.

**Selection Process**

All applications will be reviewed for neatness, accuracy, completion, relevant education, experience, training and other job related qualifications. The most qualified applicants will be asked to participate in the testing process, which will consist of an interview with Parks, Recreation and Community Services Department staff.

**ABOUT THE CITY**



The City of Redwood City is a San Francisco Bay Area community located in the heart of Silicon Valley, the technology-rich region extending from the San Francisco shoreline to the foothills of the Santa Cruz Mountains. Redwood City is the third largest city within the County of San Mateo, with over 82,881 residents. The city enjoys an average of 255 sunny days a year, which it boasts via the city slogan: "Climate Best by Government Test". We are a community that believes in working together to maintain and improve our quality of life. In fact, the City Council of Redwood City

formally adopted a "Core Purpose" - *Build a Great Community Together*. This represents our commitment to community building, which is a crucial part of how we do business every day. Become a part of the team and join us in building a great community!

**ABOUT THE POSITION**

The City of Redwood City's Parks, Recreation, and Community Services Department invites you to apply for the temporary full-time position of CONTRACT OUTREACH SPECIALIST (BILINGUAL) for the Fair Oaks Community Center (FOCC). This position is a contract, grant funded position that will run through January 2022 with the possibility of continuation. The FOCC is a multi-service agency that offers a variety of programs and services provided by City staff and non-profit and public agency partners. This position will provide outreach and engagement with tenants and landlords who may be eligible for CA COVID19 Rent and Utility Assistance Relief. Candidates must be familiar with the Redwood City and/or Unincorporated North Fair Oaks Communities. This job is primarily Monday through Friday, 8:00 a.m. to 5:00 p.m. with some evening and weekend hours.

**Typical duties may include, but are not limited to the following:** phone calls to tenants and landlords who may be eligible for CA COVID19 Relief Fund; outreach presentations; social media messaging, follow-up on CA COVID19 Relief Fund Applications with state agency; making appointments for application assistance; maintaining accurate and timely records on all client contacts, and participating in team meetings and trainings.

**THE IDEAL CANDIDATE**

Will embrace the City's emphasis on providing excellent customer service; have a passion for working with low-income and special needs populations, especially those with limited digital literacy; be detail oriented and able to manage multiple tasks; possess well-developed customer service, organizational, and computer skills; will be a team player who likes working with a variety of City staff and the public; have experience in the field of human services.

**MINIMUM QUALIFICATIONS**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:



## BENEFITS

The successful candidate will enjoy the following benefits:

- Public Employees Retirement System (PERS) 2%@60 for current members, 2%@62 for new members
- Opportunity to select from a variety of health plans that are administered by PERS; Maximum City contribution is \$1,750/month
- Dental & vision insurance
- Employee Assistance Program
- Vacation leave: 10 days per year
- Sick leave of 12 days per year
- Fourteen paid holidays per year
- Fitness center access at City facilities
- Commuter program available

## CITY VALUES

### Our Core Purpose:

Build a Great Community Together

### The values that guide us are:

- **EXCELLENCE:** Passion to do our best in each moment.
- **INTEGRITY:** Do the right thing, not the easy thing.
- **SERVICE:** We care and it makes a difference.
- **CREATIVITY:** Freedom to imagine and courage to act.

## Education & Experience

Education equivalent to a bachelor's degree in a human services field and/or one year of experience in community outreach/engagement. Computer proficiency in Microsoft Word, Outlook, and Excel is required. Bilingual ability in Spanish and English is required.

## Licenses & Certificates

- Incumbent may be required to travel between various locations during their scheduled work shift.
- Must possess a valid California Driver's License and satisfactory driving record.

## Knowledge of:

- The importance of providing relentless customer service.
- Human Services Resources in San Mateo County.
- Microsoft desktop applications including Word, Excel, and Outlook.

## Ability to:

- Effectively relate to people from all social, economic, and ethnic backgrounds
- Be empathetic and caring in the most adverse of situations.
- Be a good listener.
- Work well with people in a team capacity.
- Work under pressure.
- Deal with a high volume of clientele.
- Create and deliver effective presentations
- Work in a fast-paced environment performing multiple tasks with patience and flexibility.
- Exercise initiative and independent judgement as appropriate.
- Understand and carry out both oral and written directions.
- **Speak fluently in both English and Spanish.**

**A City application including a supplemental questionnaire is required.** Prior to appointment, candidates will be required to pass a background check (at no cost to the candidate) including the following:

1. Criminal History Check
2. DMV Check



**SUPPLEMENTAL QUESTIONNAIRE  
CONTRACT HUMAN SERVICES SPECIALIST #2432  
CITY OF REDWOOD CITY**

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*Please answer the following questions.*

1. This position requires the ability to speak, read and write fluently in both Spanish and English. Are you fluent in Spanish and English?  
A "No" response will disqualify you from this recruitment.  
Yes  
No
2. What attracts you to the position of Contract Outreach Specialist work at the Fair Oaks Community Center?
3. Please describe any work or volunteer experience you would like us to consider that has prepared you for the role of Outreach Specialist.

**The City of Redwood City is proud to be an Equal Opportunity Employer!**  
*The Immigration Act of 1986 requires proof of identity and eligibility for employment at date of hire.  
Any provisions contained in this bulletin may be modified or revoked without notice.*