



THE CITY OF REDWOOD CITY  
INVITES APPLICATIONS FOR:

**PROGRAM  
LEADER I or II  
(Human Services  
Assistant)  
#24C -20**

**(CASUAL/HOURLY)**  
**10-20 hours per week**  
**(actual hours may vary each  
week)**

**SALARY:**  
**\$18.98 - \$26.71 hourly**  
**(Opened 11/26/24)**  
**Continuous**

**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 85,000 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, vision, and mission that represent 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!

*"Core Purpose" - Build a Great Community Together*

*Vision - A community where people of all backgrounds and income levels can thrive.*

*Mission - Building a welcoming Redwood City through collaboration, responsiveness and excellence.*

**ABOUT THE POSITION**

The City of Redwood City Parks, Recreation, and Community Services Department invites you to apply for the casual position of Human Services Assistant at the Fair Oaks Community Center (FOCC). 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 provides a variety of administrative and operational support functions while also providing customer service to customers of all ages and backgrounds. In particular, the Human Services Assistant will support the Information and Referral/Emergency Services Program that provides vital safety net, homelessness intervention, and homelessness prevention services to low-income families, single parents, seniors, disabled persons, persons experiencing homelessness, and individuals seeking assistance in meeting their basic needs and strengthening their economic self-sufficiency.

**Typical duties may include, but are not limited to, the following:**

- Providing direct customer service via phone or in person
- Doing data entry in the client services system
- Assisting Human Services Specialists in preparing correspondence or paperwork
- Enrolling clients in basic needs programs
- Support client services distributions, activities, and events
- Assisting the FOCC team wherever needed

**MINIMUM QUALIFICATIONS**

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

**Education & Experience**

Equivalent to the completion of the twelfth grade. Completion of college coursework and/or experience in customer service or human services are highly desirable. Bilingual ability in Spanish and English is highly desirable.



## **BENEFITS**

- This is a non-benefited casual position.
- Casual employees may not work more than 1000 hours per year.
- Casual employees will receive sick leave in accordance with State Law.

### **A City application is required.**

Prior to appointment, candidates at least 18 years of age will be required to pass a background check (at no cost to the candidate) including the following:

- Criminal History check
- DMV check
- DOJ Fingerprint
- TB Test

Work permit will be required for candidates under 18 years of age.

## **Licenses & Certificates**

- The incumbent may be required to travel in the course of carrying out assigned tasks.
- Possession of a valid California Driver License with a satisfactory driving record is preferred.

## **Knowledge of:**

- Microsoft applications including Word, Excel, and Outlook
- Basic customer service

## **Ability to:**

- Be empathetic and caring
- Work well with others as part of a team
- Work in a fast-paced environment
- Understand and follow both oral and written directions
- Work independently in the absence of supervision
- Establish, maintain cooperative work relationships with those contacted in the performance of required duties.

**This is a non-benefited casual position. A casual employee may not work more than 1000 hours per fiscal year.**

## **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.*

