

PUBLIC SERVICE ASSISTANT II:

Bilingual Resident Service Assistant

Part-time, Temporary 20-30 hours per week | \$20-\$22 per hour

Human Services Department

Affordable Housing Sites Central & South Fremont

The City of Fremont's Human Services Department is recognized nationally and internationally for its innovation and effective programs. The Department works to sustain the City's social service infrastructure, which promotes a healthy and safe environment for all residents. The Department also directly offers services to residents throughout their life course from infants to elders. Services offered to families are designed to help them become or remain self-sufficient.

Ideal Candidate

- Completion of High School Diploma or GED and one (1) year of experience in the related area
- Strong customer service skills
- Bilingual skills
- Ability to communicate effectively both orally and in writing
- Experience with computer programs, such as Microsoft Suite (Word, Excel, Outlook, PowerPoint and Publisher), Canva and ActiveNet
- Familiarity with community services programs for seniors.
- Ability to record, track and maintain accurate client and service data records.
- Ability to establish and maintain effective working relationships with older adults, people with disabilities, and cultural/ethnic groups .
- Ability to work under pressure in a calm manner

Key Responsibilities

- Provides information and referral services to residents within assigned site(s), including securing full range of social services as needed by individual residents.
- Maintains accurate and timely electronic documentation on all resident demographics, issues, requests, statistics, incidents, interactions and outcomes.
- Establishes constructive relationships with residents, community agencies, property management and related staff.
- Educates residents on service availability, benefits and other application procedures, tenant rights, tools for healthy living and lease compliance.
- Publishes building activities and events through flyers, newsletters and a monthly calendar.
- Leads a wide range of activities designed to build community and provide residents with opportunities for socialization, wellness, education and volunteering.
- Other duties as assigned by the management team.

APPLICATIONS ARE REVIEWED UPON RECEIPT

This recruitment will remain open until filled

The process may include individual and/or panel interviews, in-basket/written assessment, professional reference checks, fingerprint check for criminal history, and other related components. Only those candidates who have the best combination of qualifications in relation to the requirements and duties of the position will continue in the selection process. Meeting the minimum qualifications does not guarantee an invitation to participate in the process. To be considered for this position, apply online by submitting a completed City application/supplemental questionnaire, resume and cover letter through our on line application system:

www.fremont.gov/cityjobs.



Human Resources Department
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(510) 494-4660 | humanresources@fremont.gov
www.fremont.gov/humanresources

22HSTEMP02

SUPPLEMENTAL QUESTIONNAIRE

The completion of this supplemental questionnaire is required for your application to be considered for the Public Service Assistant II - Bilingual Resident Services Assistant position, and is an integral part of the examination process. This supplemental questionnaire will be used to assess your qualifications as it relates to the Public Service Assistant II - Bilingual Resident Services Assistant position. Your responses will be evaluated and compared to your application and will assist in determining which applicants will receive further consideration for the selection process.

When you apply online you will be required to respond to the following questions:

1. Please be specific in answering the Supplemental Questions as they will be used to evaluate which applications will be given further consideration in the process. Do not answer “see resume” or “see application” as these are not valid answers. Select “Yes” to reflect that you have read and understand this statement.

- Yes
- No

2. What is your highest level of education?

- Did not complete high school or equivalent
- High school diploma or equivalent
- Some college
- AA degree
- Bachelor's degree or higher

3. Please briefly describe why you are interested in this position and how you possess the relevant knowledge, skills and abilities for this position.

4. Please briefly describe if you possess verbal and/or written bilingual skills in Mandarin, Hindi, Dari, Farsi and/or other language(s).

5. Please briefly describe any experience you have with the following computer programs: Microsoft Suite (Word, Excel, Outlook, PowerPoint and Publisher), Canva, and ActiveNet. If you have experience with any of these programs, please specify your proficiency level: Beginner, Intermediate, Advanced, or Expert.

6. Do you possess a valid Class C California Driver's License?

- Yes
- No

7. How many years of paid, professional experience do you have performing customer service duties such as: Answering/making phone calls, greeting customers, responding to customers' questions?

- None
- Less than 1 year
- 1 year to less than 2 years
- 2 years to less than 3 years
- 3 years or more