



We invite applications for the position of:
SENIOR PROGRAM ASSISTANT
\$6,426 - \$7,658 MONTHLY SALARY
Plus a comprehensive benefits package

**The City of San Mateo Parks and Recreation Department is looking for a highly qualified
Senior Program Assistant**

Why Join our Department?

The City of San Mateo is a very progressive City that encourages staff and resident engagement to develop positive solutions that meet the demands of our community.

The Parks and Recreation Department provides a full spectrum of services to the San Mateo community including park and landscape maintenance, street and park tree maintenance, park planning and design and a full range of recreational opportunities. There are 32 fully developed parks, 6 community recreation centers, 2 aquatic facilities and an 18-hole golf course. San Mateo's park system ranges from small, neighborhood playgrounds to regional parks such as the Shoreline Parks and Laurelwood/Sugarloaf Open Space along with numerous community parks, medians and landscaped islands. Features unique to San Mateo include an award winning one-acre Japanese Garden, historic Central Park, two community gardens, six dog parks and four bocce courts. The Department employs more than 60 full-time employees and approximately 250 part-time employees. The Department is committed to its mission of creating community through people, parks and programs.

Collaboration, Innovation, Respect, Creativity, Transparency and Informed Risk-taking are attributes that we are seeking in the candidates.

Look to some of the reasons why the City of San Mateo is a great place to work, <https://youtu.be/XNAF7GZUNl8?list=PL3QUX6-y-89-D28g895DzvObmoD89Dqdn>

What You'll Do

The Senior Program Assistant performs a variety of complex clerical and technical functions in support of programs at the assigned facility. Depending upon assignment, duties may include, but are not limited to, the following:

- Coordinate a variety of tasks associated with the delivery of services under programs at the assigned facility.
- Coordinate facility booking, scheduling and rental processes.
- Assist in providing for the safety, maintenance and security of program participants, staff, equipment and facilities.
- Act as liaison with program and managerial staff, community groups and program participants.
- Directly participate in, and monitor the work of staff assigned to, the program registration process.
- Process transactions in support of department programs which entail: substantial interaction with interested parties; knowledge of procedures and policies; and the accounting for payables and monies received.
- Provide information and assistance regarding department programs, policies and procedures to the general public, City personnel, vendors and contractors.
- Process forms, invoices and other documents in accordance with established procedures; and check for accuracy and completeness of entries, and for compliance with applicable City, statutory and other requirements.
- Compute and receive fees in accordance with department schedules and procedures, record revenue received and provide for the deposit of monies.
- May provide lead direction to other support staff.
- Enter data and information in the preparation of reports, correspondence, forms and other documents.
- Perform a variety of general clerical duties, including: filing; billing; recording information in office records; photocopying; processing of mail; and answering telephones.

For a complete list of duties and job requirements, reference our job specifications at www.cityofsanmateo.org

Who You Are

- You have **knowledge** of basic English and arithmetic; correct grammar, punctuation and vocabulary; basic accounting principles; office procedures, practices and equipment; and computer software including word processing and

spreadsheets.

- You have the **ability** to acquire and apply a thorough knowledge of the functions, procedures, policies and regulations of the assigned facility, its programs and the department, and a working knowledge of City operations; effectively direct work; comprehend and accurately follow verbal and written instructions; enter data accurately at a speed acceptable for the position; maintain records and prepare concise and accurate reports from them; organize work effectively and perform duties independently; make accurate mathematical computations; work protracted or irregular hours; and maintain effective working relationships with those contacted in the course of work.

What You Bring

Any combination equivalent to 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:

- You possess four years of increasingly responsible office experience, including public contact, program support and fiscal record keeping.
- You possess the Equivalent to the completion of the twelfth grade supplemented by coursework in office or business management or a related field.
- Depending on position, possession of a valid, appropriate State of California Driver's License.

Bonus Points (*highly desirable*)

- Bilingual
- Experience in the use of computer spreadsheets is preferred.
- Experience in the use of Outlook, TEAMS, RecTrac (or equivalent Recreation Software), WorkDay.
- Experience in providing customer service to diverse communities.

What We Offer

- *Salary:* \$6,426 - \$7,658/month
- Comprehensive benefits package including generous paid leave and health benefits
- CalPERS retirement (2% @ 55 for classic members; 2% @ 62 for new members). Classic employees contribute 8.23% to CalPERS and New members contribute 7.50% to CalPERS.
- Participation in the Social Security Program
- Programs: Deferred Compensation plan with City match up to 0.5% of base salary, City will contribute 0.5% of base salary to the deferred compensation plan, and 1% City contribution to a Retirement Health Savings Account
- Free Fitness classes through City of San Mateo Parks and Recreation, Employee Assistance Program and Credit Union Membership
- Bilingual Diff: \$90 bi-weekly (if applicable)
- This classification is represented by the San Mateo City Employees' Association

Are You Ready? Apply.

Submit an online application, résumé (required), and supplemental questionnaire at www.calopps.org/city-of-san-mateo or to the Human Resources Department, City of San Mateo, 330 W. 20th Avenue, San Mateo, CA 94403, (650) 522-7260.

Application Deadline

Recruitment will close on **Tuesday, September 2, 2025, at 5:00 p.m.** or upon receipt of the first 50 applications, résumés and supplemental questionnaires, whichever occurs first.

Interview Process

All applications, résumés (*required*) and responses to supplemental questions received will be reviewed for minimum qualifications. A fully completed application is required; a résumé does not replace the information required on the employment application, including work history. Applications with "see résumé" as a substitution for the work experience description, those with none or unclear current/past employment information, or those with insufficient information to evaluate possession of minimum qualifications will not be considered; missing information cannot be assumed. A limited number of the most highly qualified applicants will be invited to participate in the examination process, which may consist of an oral panel interview, written exercise, or in the form of a practical demonstration of skill and ability, or any combination of these; **a Zoom oral panel interview is tentatively scheduled for Tuesday, September 23, 2025.**

An employment list will be established from those who pass the examination process. Current and future vacancies may be filled from this list. The list will remain in effect for at least six months with the possibility of an extension for an additional six months. Once placed on an employment list, and at the time a vacancy occurs, eligible candidates may be contacted by the hiring department and scheduled for additional department interviews.

Date Posted –August 12, 2025

Note: The City of San Mateo reserves the right, at its discretion, to limit the number of qualified candidates invited to the selection process. ALL RESPONSES WILL BE CONDUCTED VIA THE EMAIL ADDRESS PROVIDED IN YOUR ONLINE APPLICATION. Therefore, it is imperative that you provide an email address to which you have access, and it is recommended that you frequently check your email for notices from: sanmateo@CalOpps.org

Fine Print

Prior to hire, candidates will be required to successfully complete a pre-employment process, including a driving record review, reference check, and Department of Justice (DOJ) and Federal Bureau of Investigation (FBI) background checks. A conviction history will not necessarily disqualify an applicant from appointment.

The policy of the City of San Mateo is to grant equal employment opportunity to all qualified persons without regard to race, color, sex, age, religion, ancestry, physical or mental disability, sexual preference, marital status, or national origin. It is the intent and desire of the City of San Mateo that equal employment opportunity will be provided in recruiting, hiring, training, promoting, wages, benefits, and all other privileges, terms and conditions of employment.

In compliance with the Americans with Disabilities Act, applicants requiring accommodations for any part of the testing or recruitment process must notify lcodes@cityofsanmateo.org or (650) 522-7264 seven (7) days in advance of the deadline for the part of the process requiring accommodations. Do not upload any documents related to your request for accommodation in CalOpps. The City of San Mateo complies with employment provisions of the Americans with Disabilities Act.

CITY OF SAN MATEO

Senior Program Assistant

Supplemental Questionnaire

*Please provide answers to the following questions, limiting your response to one (1) page each. Responses to the supplemental questions will be used in the selection process. Usage of Artificial Intelligence (AI) software (e.g., ChatGPT) is not acceptable. Neatness, clarity of expression, grammar, spelling, and ability to follow instructions will be considered in evaluating your responses. Failure to answer the questions will result in an incomplete application packet and your application will not be considered for the position; do not put "see resume" or copy parts of resume/work duties as a response. **(Questionnaire responses must be submitted with the employment application.)***

1. Please share an example of how you have worked in a team to provide impactful service.
2. Provide in detail your experience using different software systems; especially highlight any experience you have with Outlook, TEAMS, RecTrac (or equivalent recreation software), and/or WorkDay.
3. Describe a project you have managed from beginning to end that helped improve workflow or operations.
4. As indicated in the job announcement, one of the desired qualities we are seeking is a candidate who can communicate in another language due to our diverse community. Please list any additional languages you speak and your level of proficiency in each of those languages. If you do not speak any additional languages, please respond N/A.