



City of Sunnyvale

Senior Office Assistant - Bilingual (Spanish/Mandarin)

SALARY	\$37.97 - \$48.46 Hourly	LOCATION	Sunnyvale, CA
JOB TYPE	Full-Time	JOB NUMBER	25-00178
DEPARTMENT	Library and Recreation Services	OPENING DATE	11/17/2025
CLOSING DATE	12/22/2025 5:00 PM Pacific		

Description

SENIOR OFFICE ASSISTANT - BILINGUAL

Regular, Full-Time Employment Opportunity

Fluency in Spanish and/or Mandarin required

The position opens Monday, November 17, 2025, and the final filing date is Monday, December 22, 2025, at 5:00 pm or after receiving 75 qualified and complete applications, whichever is first.

The City of Sunnyvale is currently recruiting for a bilingual Senior Office Assistant in the Recreation Services Division of the Library and Recreation Services Department. This position is based at the Columbia Neighborhood Center; remote work is not available. As the main point of contact to the public, this position requires the ability to communicate fluently in Spanish and/or Mandarin to effectively serve the City's diverse community. The bilingual Senior Office Assistant works closely with Recreation Services Division staff and other City departments. This position is eligible for Bilingual/Translator Pay in addition to regular compensation.

City of Sunnyvale Benefits:

- CalPERS retirement pension
- Medical, dental, and vision benefits
- Retiree medical benefit
- 11 paid Holidays
- 30 hours* of Floating Holidays (*Prorated based on date of hire)
- Paid Time Off (PTO) accruals
- Employee Wellness Programs

Under general direction of an assigned supervisor, organizes, assigns and reviews the work of assigned personnel engaged in the performance of general clerical work including the preparation of correspondence and other written materials, the maintenance of files and records, and the receipt and response to questions from the public; and performs related work as required.

Distinguishing Characteristics

Senior Office Assistant is the advanced journey level in the Office Assistant series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed, complexity of duties assigned and independence of action taken. Employees perform the most difficult and responsible types of duties assigned to classes within this series, including providing technical and functional supervision over assigned personnel. Senior Office Assistant is distinguished from the higher-level classification of Principal Office Assistant in that the Principal Office Assistant has full supervisory responsibility.

Essential Job Functions

(May include, but are not limited to, the following):

- Plans, prioritizes and reviews the work of staff assigned to a variety of clerical duties in support of an assigned department or program.
- Develops schedules and methods to accomplish assignments ensuring work is completed in a timely and efficient manner.
- Participates in evaluating activities of staff, recommending improvements and modifications.
- Provides and coordinates staff training; works with employees to correct deficiencies.
- Performs difficult clerical work requiring an understanding of departmental or specialized functions to support departmental staff.
- Answers telephones, receives visitors, schedules appointments and supplies information.
- Types letters and other materials from rough draft, marginal notes or verbal instruction and proofreads documents; prepares letters and notices.
- Receives and processes facility use requests; provides information and communicates policies and procedures to the public.
- Assists with the purchase of supplies and materials; receives, reviews and processes invoices for payment.
- Issues routine permits; calculates and accepts fees.
- Receives, reviews and processes department timecards; researches and resolves discrepancies; assists with the preparation of personnel records and documents.
- Develops and maintains general and confidential files.
- Checks forms, records, reports and other materials for accuracy, completeness and confirmation with established procedures.
- Assists with budget input and monitoring; runs periodic budget reports.
- Uses specialized computer databases to input, retrieve, query and manipulate data for statistical reporting.
- Arranges meetings, makes appointments, compiles agendas and assists in preparation of materials for meetings.
- Collects, compiles, audits and posts information to records.
- Establishes and maintains systems to assure accountability and control.
- Searches records to obtain information.
- Processes, audits and cross-references materials related to data processing and payments.
- Checks erroneous, unusual or machine rejected data to ensure proper disposition and reintroduction into the processing cycle.
- Collects information from a variety of sources and compiles data for special and periodic reports.
- Updates and maintains department website.
- As assigned, provide support and services, including preparation of minutes, for Boards, commissions, public hearings and private meetings in an efficient and effective manner.

WORKING CONDITIONS

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in using a computer keyboard. Additionally, the position requires near and far vision in reading reports and work related documents and using a computer. Acute hearing is required when providing phone and personal customer service. The need to lift, drag and push files, paper, books and documents weighing up to 25 pounds is also required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodation.

Minimum Qualifications

Education and Experience:

The minimum qualifications for education and experience can be met in the following way:

Graduation from high school or the tested equivalent and

Three years of progressively responsible clerical experience.

Knowledge of:

- Principles and practices of technical and functional supervision and training.
- Proper English usage, grammar, spelling and punctuation.
- Alpha numeric filing and retrieval systems.
- Basic financial recordkeeping and reporting.
- Purchasing procedures.
- Advanced principles and practices of customer service.
- Business letter writing and report preparation.
- Office methods, procedures, software and equipment.

Ability to:

- Provide technical and functional supervision over assigned staff; effectively train staff.
- Develop and maintain filing systems.
- Compose general correspondence, letters and take meeting minutes.
- Understand, apply and explain City policies and procedures.
- Determine matters of confidentiality and handle them in a confidential manner.
- Make mathematical calculations quickly and accurately.
- Collect data and organize materials in an understandable manner.
- Prepare, proofread and edit reports and materials.
- Make accurate comparisons and computations.
- Understand and follow written and oral instructions.
- Communicate effectively, orally and in writing.
- Establish and maintain and promote positive and effective working relationships with employees, and other agencies and the public.
- Demonstrate initiative and exercise good judgment in the performance of duties.
- Work independently and as a team member; recognize and set priorities to meet deadlines.
- Observe safety principles and work in a safe manner.

Willingness to:

Occasionally work varying hours or on weekends and holidays.

Licenses/Certificates:

Possession and continued maintenance of a valid class C California driver's license or the ability to provide alternate transportation as approved by the appointing authority and a safe driving record.

DESIRABLE QUALIFICATIONS

- Clerical experience in a governmental agency.

Application and Selection Process

APPLICATION PROCESS

If you are interested in this opportunity, please submit a City of Sunnyvale employment application and responses to the supplemental questions to the Department of Human Resources. **Interested candidates are encouraged to apply as soon as possible as the posting will close after receiving 75 qualified and complete applications or by Monday, December 22, 2025 at 5:00pm, whichever is first.**

Candidates are asked to fully describe any training, education, experience, or skills relevant to this position; resumes are not accepted in lieu of an application. Electronic applications may be submitted online through the City's employment page at Sunnyvale.ca.gov and click on JOBS. Late or incomplete applications will not be accepted.

EXAM PROCESS

Applications will be competitively screened based on the minimum qualifications of this position. Based upon a review of the application materials, the most qualified candidates will be invited to participate in the **oral examination process scheduled for Tuesday, January 13, 2026.**

Those candidates that receive a passing score on the oral examination will be invited to participate in a **language proficiency evaluation tentatively scheduled for the week of January 19, 2026.**

(Note: The examination process may be changed as deemed necessary by the Director of Human Resources.)

SELECTION PROCESS

Those candidates that receive a passing score on the oral examination and the language proficiency evaluation will be placed on an eligibility list for up to one year, in accordance with the City's Civil Service Rules and Administrative Policies. **Top candidates on the eligibility list will be invited to participate in a selection interview with the department tentatively scheduled for the week of January 26, 2026.**

Any candidate that is selected by the hiring department will be required to successfully complete a pre-employment process, which may consist of a background history check, as well as a medical exam(s) administered by a City selected physician(s) before hire. Prior to starting work, all newly-hired employees will be fingerprinted to check conviction history. A conviction history will not necessarily disqualify an applicant from appointment; however, failure to disclose conviction history will result in refusal of employment or termination. Positions which are covered by the Department of Transportation regulations are required to submit to a pre-employment drug test and to random drug and alcohol testing.

INFORMATION ABOUT PROOF OF EDUCATION

Any successful candidate, selected by the hiring department will be required to submit proof of education (i.e. original copy of the diploma or college/university transcripts). A candidate with education obtained outside the United States must have education records evaluated by a credential evaluation service at the candidate's expense to determine its equivalency in the United States. Candidates may utilize any third-party agency for the evaluation. If you search 'education equivalency verification' or similar online, you will obtain results for agencies that provide this evaluation service.

ADDITIONAL INFORMATION

Positions in this job classification are represented by the [Sunnyvale Employees Association \(SEA\)](#).

For assistance on how to fill out your job application, watch the following video:

- [How to Apply for a City of Sunnyvale Job](#) - YouTube (5:13)

The information contained within this announcement may be modified or revoked without notice and does not constitute either an expressed or implied contract.

The City of Sunnyvale is an equal opportunity employer. Applicants for all job openings will be considered without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, veteran status, or any other consideration made unlawful under any federal, state, or local laws. The City of Sunnyvale is committed to offering reasonable accommodations to job applicants with disabilities. If you need assistance or an accommodation due to a disability, please contact us at (408) 730-7490 or recruitments@sunnyvale.ca.gov.

Employer

City of Sunnyvale

Address

456 W. Olive Avenue

Sunnyvale, California, 94086

Phone

408-730-7490

Website

<https://sunnyvale.ca.gov>

Senior Office Assistant - Bilingual (Spanish/Mandarin) Supplemental Questionnaire

*QUESTION 1

Instructions for completing the supplemental questionnaire:

This supplemental questionnaire will be a primary tool in the evaluation of your qualifications for this position. The supplemental information that you provide will be evaluated along with your completed application. Please limit your response to one page per question. In answering the question(s), be as specific as you can. Some questions may include multiple parts (i.e., (a), (b), (c), (d), etc.). Please make sure to address each part of each question in the supplemental questionnaire below.

Please be advised that you will be 'timed out' of this page after 30 minutes. Therefore, it is best to copy the supplemental questions that require text answers from this page into a document that you can save on your computer, produce your responses in that document, and then copy and paste the responses into the space provided below. Additionally, please save your work continuously.

The completed application and responses to supplemental questions constitute an examination. **Note: qualifying experience must be reflected on the education, work experience, Certificates/Licenses section of the job application form. Please note the information provided in the supplemental question will not be accepted in lieu of completing the work experience section of the application.**

Resumes may be attached, but they will not be accepted in lieu of completing the work experience section of the application or the supplemental questions. The information you provide will be used to further identify those applicants who are best qualified to continue in the selection process for this position.

Your responses to the questions that require you to detail your background and experience should include the following information:*

- The number of years of experience you have had performing the duties that you are describing;
- The name(s) and type(s) of organization(s) where you obtained such experience; and,
- Your role and specific responsibilities within the organization(s).

***Responses to the supplemental questions that indicate "see resume" are considered incomplete.** By checking the 'Yes' response below, I indicate that I have read these instructions for completing the supplemental questionnaire and in accordance with these instructions, I understand that written responses to the supplemental question(s) listed below are required, in order to evaluate my qualifications for this position and for my application to be considered complete.

Additionally, I certify that I have completed the following supplemental questionnaire on my own; the answers accurately reflect my training, education and experience; and, I understand that my responses are subject to verification.

☐ Yes

☐ No

***QUESTION 2**

Do you have a high school diploma or an equivalent (GED)?

☐ Yes

☐ No

***QUESTION 3**

Do you have at least three years of progressively responsible clerical experience? If so, describe your experience below. Please include the agency you worked for, how long you worked for the agency, and the specific job duties you were responsible for. If you do not have this experience, please indicate N/A below.

***QUESTION 4**

Describe your experience using Microsoft Office Suite, specifically MS Word, MS Excel, and MS PowerPoint. In your response, please indicate in detail your experience and proficiency level. If you do not have this experience, please indicate N/A below.

***QUESTION 5**

Describe the methods, including specific tools and techniques, you have utilized to keep yourself and the people you support organized when tasked with multiple assignments and projects.

***QUESTION 6**

This position requires the ability to communicate fluently in Spanish and/or Mandarin to effectively serve the City's diverse community. Please indicate which language(s), if any, you are fluent in. Language fluency will be assessed through a third-party language proficiency evaluation.

☐ Spanish

☐ Mandarin

☐ Both, Spanish and Mandarin

☐ Not Applicable

*** Required Question**