
EMPLOYMENT OPPORTUNITY

SCHEDULING CLERK

(At Will With Benefits/Full-Time Position)

THE SALARY: \$11.48 hourly, \$1,995 monthly, \$23,944 annually

THE BENEFITS: The Community Action Partnership of San Bernardino County (CAPSBC) a private, non-profit public benefit corporation, offers a range of benefit programs for employees and their eligible dependents. This includes medical and dental plans which are 100% employer paid for employees; group life insurance coverage which is employer paid and provides an insurance benefit of two (2) times the annual salary up to \$200,000 plus AD&D coverage, voluntary supplemental life insurance coverage for interested employees; vision contact lens benefits every two (2) years subject to required employee co-pays, vacation is earned at a rate of 20 days per year (6.15 hours per pay period) for full-time employees and is available for use upon completion of a six month evaluative period; fourteen (14) paid holidays; sick leave is earned at a rate of 3.69 hours per pay period for full-time employees; 403b retirement program which CAPSBC contributes 6% of employee's gross salary and employees may contribute up to the specified Internal Revenue Service requirements; Social Security is paid by CAPSBC for employees, as well as Medicare.

STANDARD WORK

SCHEDULE AND HOURS: Position is assigned to a 9/80 work schedule Monday – Thursday 7:30 a.m. to 5:30 p.m., Friday 8:00 a.m. to 5:00 p.m. with every other Friday off and is classified as non-exempt for overtime purposes consistent with the Fair Labor Standards Act.

THE POSITION: Community Action Partnership of San Bernardino County (CAPSBC) is seeking qualified and highly motivated persons to perform a wide variety of general clerical duties with only occasional instruction or assistance. This position is characterized by a high degree of confidentiality, independent action and non-judgmental support required in the performance of day-to-day duties. The incumbent must possess a good working knowledge of various computer hardware and software applications, maintain confidentiality and work overtime as directed.

EXAMPLES OF DUTIES: Under general supervision, the incumbent shall perform such duties as: Schedule daily work activities for weatherization and appliance crews and for Quality Control Technicians; prepare and mail correspondence to customers; track and file all newly approved files for scheduling; answer routine questions and

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handle customer complaints; data entry of all work activities; track all cancelled files; maintain constant contact with crews and/or Outreach Specialists regarding questions about files; operate a variety of office equipment; access and use Southern California Edison's EMAPS and Southern California Gas Company's HEAT databases; become familiar with all EEES Program contractual and funding source requirements; provide vacation and temporary relief as required.

MINIMUM QUALIFICATIONS: **Education/Experience:** High school graduation and one year of recent paid responsible office clerical experience, preferably within a Social Service Agency. Applicants must be able to read, write and speak English at a level appropriate to the position. **Knowledge/Abilities/Skills:** **Good knowledge of:** English usage, grammar, spelling, vocabulary and punctuation; personal computer hardware and software applications; principles of time management; customer service techniques. **Ability to:** Follow oral and written instructions; perform duties independently and under own initiative; learn and apply program policies and rules; work in a fast paced environment within short deadlines; maintain strict confidentiality; perform mathematical computations of average difficulty; communicate and deal diplomatically with persons from varied social, economic and cultural backgrounds. **Skills:** Operate standard office equipment, including various computer hardware and software applications (i.e., Microsoft Word, Excel, Windows, Outlook,); type 45 words per minute.

DESIRABLE QUALIFICATIONS: Bilingual English/Spanish speaking ability is desired.

EXAMINATION: The examination will consist of a competitive evaluation of qualifications based upon a review of the application and attachments. Those applicants passing the competitive evaluation of qualifications will be scheduled for an assessment exercise to evaluate the applicants' abilities to prioritize work, demonstrate independent action, and good judgment, prepare correspondence in final form and complete work within established deadlines. Those applicants who pass the assessment exercise will be scheduled for a structured oral examination covering the following items: (1) Office Practices and Procedures, (2) Communication Techniques (oral and written)), (3) Personal Computer Hardware and Software Applications, (4) Public/Human Relations, (5) Mathematical Calculations. Applicants may be required to perform writing exercises and mathematical computations and should bring their glasses, if applicable.

SELECTION PROCESS: Following an administrative review of each application, only the most qualified applicants will be invited to an oral interview and / or testing. After the hiring interviews have been completed, a background check (including verification of criminal records, education, employment and social security) will be conducted on the candidate(s) being considered for employment. Once the background check(s) have been completed and reviewed, a conditional offer of employment will be made to the recommended applicant for hire. The conditional offer is contingent on the applicant passing a pre-employment physical examination only to include urine drug testing and TB screening. The recommended applicant shall submit original documentation to establish both work authorization and identity (per the Immigration Reform and Control Act of 1986). An offer of conditional employment will be withdrawn upon failure to pass the physical examination. As a condition of employment, the recommended applicant must be able to participate in the agency's payroll direct deposit program or the offer of conditional employment will be withdrawn. In order to participate in the program, the recommended applicant must currently have / or be able to obtain (prior to hire date) a checking or savings account.

APPLICATION: Submit a completed CAPSBC application form to the Operations Division, 696 South Tippecanoe Avenue, San Bernardino, CA 92415. If you change your address or phone number after filing an application, please notify CAPSBC Operations Division immediately. Resumes will **not** be accepted as a substitute for completion of the work history portion of the application. The information you provide will be used to verify and evaluate your qualifications. Failure to complete the application and/or provide information on it that

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clearly demonstrates possession of the position requirements will result in elimination from the examination process.

CAPSBC is an EQUAL OPPORTUNITY / ADA COMPLIANT EMPLOYER. For further information regarding this position, contact the Operations Division at (909) 723-1531.

CLOSING DATE: Continuous – until a sufficient pool of qualified applicants are identified or until the position is filled, then the recruitment will be closed.

PUBLICATION DATE: 4/21/09

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Community Action Partnership of San Bernardino County (CAPSBC)

Employment Information

Employment Procedures

CAPSBC job opening announcements are displayed in program/division offices and sent to various employment and community organizations. Advertisements are also placed in the San Bernardino Sun newspaper and the CAPSBC's website. **Applications are accepted only for open employment positions.** Persons desiring to compete for an open position must file an application. It is to the advantage of the applicant to ensure that each question on the application is completed fully. Resumes may be attached; however, **all education, experience, and background related to the position applied for must be written on the application** rather than simply stating "see resume."

Each application undergoes a comprehensive evaluation of education, experience, and related background. CAPSBC reserves the right to rate applicants based on a review of the application materials and to invite the most qualified applicants to participate in successive parts of the selection process. CAPSBC conducts interviews with the finalists, and the appointing authority makes the final selection. The provisions of this bulletin do not constitute an expressed or implied contract. Any provision contained in this bulletin may be modified or revoked without notice. "At Will" employment can be terminated at any time with or without cause by the agency or the employee.

For current employment openings and information, call the CAPSBC Operations Division at (909) 723-1531, 8:00-5:00 p.m., Monday to Friday excluding holidays, or go to: www.sbcounty.gov/capsbc.

Pay

A salary range, designed to keep CAPSBC very competitive, exists for each position. Appointments are made within the hiring range (with most employees starting at the beginning of the range) and include a six-month evaluative period.

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