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## EMPLOYMENT OPPORTUNITY

# OUTREACH WORKER

Energy, Education & Environmental Services Program  
(At-will With Benefits / Full-Time Position)

**THE SALARY:** \$10.11 hourly, \$1,756 monthly, \$21,070 annually

**THE BENEFITS:** Liberal paid vacation plan; 12 days of cumulative paid sick leave per year; 14 paid holidays per year; group medical, dental and life insurance paid for employee only; voluntary retirement plan and merit advancement.

**STANDARD WORK SCHEDULE AND HOURS:** Position is assigned to the 8AM-5PM, Monday to Friday work schedule and is classified as non-exempt for overtime purposes consistent with the Fair Labor Standards Act.

**THE POSITION:** Under general supervision of the Program Assistant, this position requires highly qualified, motivated individuals to perform intake and eligibility screening duties to assist eligible clients with utility assistance (gas and electric) and wood, propane and oil assistance. Work requires a high degree of confidentiality, independent action and organizational skills. The selected incumbents must be able to work overtime and travel throughout the county as required, and be computer literate.

**EXAMPLES OF DUTIES:** Complete intake documents and evaluate client's eligibility to receive program services consistent with established guidelines; prepare and maintain client related forms, files, records and correspondence in an accurate and timely manner; handle client problems and concerns of a diverse nature; travel to assigned locations throughout San Bernardino County to assist clients outside the local area; perform mathematical computations of average difficulty and clerical work (to include data input, typing and filing duties); conduct public presentations to promote interest in available Energy Conservation Program services; coordinate and participate in energy education workshops; attend trainings and seminars and conferences as required; prepare reports and correspondence as assigned; provide vacation and backup support as needed; perform other related duties as assigned.

**MINIMUM QUALIFICATIONS:** **Education/Experience:** Applicants must have education equivalent to graduation from high school, able to read, write and speak English at a level appropriate to the position. In addition they must have six (6) months paid work experience which included verifiable public contact, and "hands on" personal computer experience. **Knowledge/Abilities:** **Good knowledge of:** Outreach techniques; safe driving practices; effective communication (written/oral); public relations techniques. **Ability to:** Understand and follow both oral/written instructions; prepare and maintain required paperwork and documents accurately and in a timely manner; perform mathematical computations of average difficulty; relate to and interact with other persons from diverse ethnic/cultural backgrounds; read, write, speak English at a level appropriate to the position; safely operate County/CAPSBC/Personal vehicles in the performance of official duties and comply with all applicable

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DMV regulations/rules; work overtime and travel as assigned throughout San Bernardino County; proficiently operate standard office equipment, including computer hardware and software applications (i.e.; Microsoft Office, Word, Excel, Windows, PowerPoint, Access, Outlook, 10-key calculator); type 40 wpm.

**DESIRABLE QUALIFICATIONS:** Previous experience in working with eligibility/intake procedures is desirable.

**LICENSE:** Must possess and maintain a valid California Driver License, be insurable, have a good driving record; possess and maintain a dependable personal transportation throughout the course of employment. The selected incumbents shall be reimbursed at 44.5¢ per mile for the use of their personal vehicle for official business purposes (excluding driving from home and to work). *Applicants must attach a copy of their Department of Motor Vehicles (DMV) Driving Report and proof of State mandated personal automobile insurance.*

**EXAMINATION:** The examination will consist of a competitive review and evaluation of the employment application and attachments for specified minimum qualifications. Those applicants passing the competitive evaluation of qualifications will be scheduled for an evaluation of training, experience, knowledge, skills and abilities based upon a structured oral examination covering the following items: 1. Outreach techniques, 2. Communication (oral/written), 3. Public contact, 4. Mathematical computations, 5. Client eligibility determination, 6. Personal computer operations. Applicants may be required to perform writing 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 Tiptecanoe 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 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) 723-1532.

**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: 11/4/08**

CAJ:dly

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Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live.  
We care about the entire community, and we are dedicated to helping people help themselves and each other.

# 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 Operations Division at (909) 723-1532, 8:00-5:00 p.m., Monday to Friday excluding holidays, or go to: [www.sbcounty.gov/capsbc](http://www.sbcounty.gov/capsbc).

### Pay and Benefits

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. Excellent benefits for eligible employees are available which includes, group medical, dental, life insurance coverage and voluntary participation in the retirement program; liberal paid vacation plan; 12 days cumulative paid sick leave per year; 14 paid holidays per year; eligible employees in position budgeted less than eighty (80) hours per pay period will accrue vacation and sick time on a pro-rata basis; merit advancement.

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