

**JOB ANNOUNCEMENT: 6/28/2022**

**ADMINISTRATIVE CLERK  
MONTHLY SALARY RANGE: \$4,090.13 - \$ 4,844.13**

**VACANCY**

The Housing Authority of the County of Alameda (HACA) currently has vacancies in the Administrative Clerk classification in the Housing Programs department and in the Facilities & Maintenance department. The list of eligibles resulting from this recruitment may be used by any department needing to fill a vacancy.

The following documents MUST be submitted in order for your application to be given full consideration and in order for you to be considered:

1. Completed HACA employment application; and
2. Completed supplemental questionnaire.

Submission of a resume is optional.

**POSITION**

These Administrative Clerk positions receive direction from the Programs Managers, Special Programs Manager, or the Facilities Manager. The positions require a professional who has the ability to perform in an organization driven by challenge, change and teamwork. Typical responsibilities include but are not limited to:

- Receive, review, scan and distribute a variety of documents including applications, forms and other information submitted by program participants or owners, contracts, bid documents and general correspondence.
- Serve as lobby receptionist receiving and assisting participants and the general public while providing information on housing programs and procedures.
- Answer and direct phone calls received through HACA's call center from participants, owners and the general public.
- Perform data entry and utilize housing software systems as required for specific functions.
- Initiate and respond to communication with participants, vendors, owners and clients via phone, email or mail as related specific job functions.
- Generate and process work orders and coordinate same with maintenance staff.
- Process mail including receiving, sorting and distributing incoming and outgoing correspondence and maintenance of mailing lists.

### **POSITION (CONTINUED)**

- Maintain records and files to ensure accurate and current information is readily available.
- Maintain and apply general knowledge of Housing Authority programs, policies and procedures related to specific job functions.
- Perform a wide variety of general administrative support including photocopying, scanning, faxing and assisting with administrative projects.

### **IDEAL CANDIDATE**

The ideal candidate will have solid clerical experience and proficiency in:

- Interacting and providing information to clients, the general public, diverse populations in-person, on the phone, by email, and/or at HACA's front desk
- Performing a wide variety of general clerical work including the maintenance of accurate and detailed records
- Answering phones through a call center
- Microsoft Office 365 suite of programs (Excel, Outlook, Teams and Word)
- Familiarity with data entry in software systems and electronic filing systems

### **SUCCESSFUL CANDIDATE**

The successful candidate will have many of the following personal attributes:

- Excellent interpersonal skills
- Capable of interacting with a diverse population
- Ability to provide excellent customer service
- Well-organized

### **REQUIREMENTS**

These are entrance requirements for admission to the examination which is competitive. *Possession of the entrance requirements does not assure a place on the eligibility list.* A candidate's performance in the exam will be judged in comparison with the performance of other candidates.

### **MINIMUM QUALIFICATIONS**

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

1. Two (2) years responsible administrative experience, including public contact. Experience working with or for assisted housing programs, social services programs, property management or other housing-related field is preferred.
2. Equivalent to the completion of the twelfth (12<sup>th</sup>) grade with demonstrated experience performing administrative or office work.

### **LICENSE**

Possession of a valid California Motor Vehicle Driver's license.

**EXAMINATION**

The exam will measure an applicant's:

1. **Knowledge of:** English usage, spelling, grammar and punctuation, modern office practices; computer equipment; basic record keeping methods and procedures
2. **Ability to:** learn and correctly interpret and apply the policies and procedures of the work unit, perform general clerical work including: maintenance of appropriate records and compiling information for reports, operate office machines including a multi-line phone system and computer terminals, understand and carry out oral and written directions, perform simple mathematical calculations, communicate clearly and concisely both orally and in writing, and establish and maintain cooperative working relationships.

The examination will consist of the following steps:

1. Screening of all applications to identify those applicants who meet the announced minimum qualifications for acceptance into the exam;
2. Review of applications of those candidates who meet the minimum qualifications for selection of those best qualified to continue in the exam process;
3. A job-related interview (worth 90%) and a written exercise (worth 10%) of the candidate's overall score.

**TO APPLY**

Applications may be obtained on HACA'S website. If you have any questions, please call the HR department at (510)727-8517. HACA will make reasonable efforts in the examination process to accommodate disabled applicants. If you have special needs, please call (510)727-8517.

Applications and other required related documents must be filed within the official period advertised for each examination. Applicants are responsible for the truth of all statements made in their applications and other related documents. False statements are grounds for rejection of an application or discharge from HACA employment in accordance with applicable HACA Personnel Rules.

***A completed HACA employment application and supplemental questionnaire MUST be submitted in order to be given consideration, using one of the following methods:***

EMAIL TO:	MAIL TO:	FAX TO:
<a href="mailto:jobs@haca.net">jobs@haca.net</a> Please send as a PDF.	HACA/Attn: Human Resources 22941 Atherton Street Hayward, CA 94541	510.538.8877 Attention: Melissa Taesali, Executive Assistant

HACA is an Equal Opportunity/Affirmative Action employer. Women, ethnic and racial minorities, and disabled individuals are encouraged to apply. Applicants will be considered without regard to their race, color, religion, sex, national origin, age, disability or any other non job-related factor.

**COMPENSATION AND BENEFITS**

Salary	<p>Employees generally start at Step 1 of the salary range within the assigned classification.</p> <p>The monthly salary range is \$4,090.13 - \$ 4,844.13 per month.</p>
Vacation & Sick Leave	<p>Accruals are based on 37.5 hour work week schedule (full time). Sick leave accrues at the rate of one-half day per bi-weekly pay period. Vacation is granted annually starting with 2 weeks for the first 3 years of service.</p>
Work Week & Holidays	<p>HACA operates on a 9/75 schedule (offices are closed every other Friday) and on a bi-weekly pay cycle. There are 13 paid holidays and 3 floating holidays.</p>
Retirement (Reciprocity with PERS)	<p>Both the employee and HACA contribute to the Alameda County Retirement Association (ACERA). Employees entering ACERA after 1/1/2013, enter at the Tier 4 benefit level. Tier 4 mandatory employee contributions are 9.21% of the employee's eligible salary. Mandatory employee contributions are made through payroll deduction on a pre-tax basis.</p>
Health Insurance	<p>HACA contributes a fixed amount toward employee medical insurance under one of several recognized programs.</p>
Dental	<p>Dental insurance is fully paid by HACA.</p>
Vision	<p>HACA pays the premium for a vision plan for employee coverage; employees can pay premium for dependents.</p>
Flexible Spending Account (FSA)	<p>Employees may participate in an FSA for purposes of paying on a pre-tax basis for those expenses allowed pursuant to Section 125 of the Internal Revenue Code.</p>
Credit Union	<p>HACA employees are eligible to join a Credit Union.</p>
Life Insurance	<p>HACA pays the premium for a group life insurance benefit plan.</p>
Deferred Compensation Plans	<p>Social Security 457 Plan</p>

**BACKGROUND CHECK & PRE-EMPLOYMENT PHYSICAL**

**BACKGROUND CHECK**

An applicant's previous employment may be investigated, and references will be contacted. Results of this investigation may be cause for disqualification.

Fingerprints will also be taken for a review of any criminal history. Any record of conviction may be reviewed by the Personnel Committee or Executive Director and may result in termination of eligibility for employment. A conviction record will not necessarily disqualify an applicant from employment.

Each case will be given individual consideration based on job relatedness.

**PRE-EMPLOYMENT PHYSICAL**

All prospective employees must pass a pre-employment medical examination before beginning employment. Offers of employment are conditional upon successful completion of this examination. HACA may disqualify any eligible on the basis of the examining physician's report.

**CONTINUE TO NEXT PAGE FOR SUPPLEMENTAL QUESTIONNAIRE**

## **ADMINISTRATIVE CLERK SUPPLEMENTAL QUESTIONNAIRE**

The purpose of this questionnaire is to provide candidates the opportunity to elaborate on their qualifications and experience in specific job-related areas. Your written questionnaire responses and application will be reviewed and rated. Candidates who meet the minimum requirements *and* are the best qualified for the position will continue in the exam process.

### **DIRECTIONS:**

- It is critical that you respond to this supplemental questionnaire completely; however please limit your responses to one page for each question. Indicate your name on each page of your response.
- **PLEASE BE ADVISED THAT** although you may possess the minimum requirements for this exam, you are not guaranteed advancement in the selection process.
- Return your completed application and supplemental questionnaire immediately as the exam may close at any time. ***Applications submitted without a completed supplemental questionnaire will not be considered.***

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1. Describe your experience working with the public, including environments where you have daily interaction with a diverse population.
  2. Describe your experience in: (a) providing customer service over the telephone or working in a call center, (b) assisting challenging customers, and (c) handling potentially urgent situations.
  3. Give some examples of when you initiated teamwork or participated in a team, including the position you held at the time, your role and the result.
  4. What type of data entry experience do you have? In your response include: (a) the tasks involved and (b) the type of data entered and software used.
  5. Most of the documents and customer interactions for the Housing Authority staff are considered confidential and protected by law. Describe: (a) your experience working with confidential information, (b) the type of information, and (c) measures taken to protect confidentiality.
  6. Describe your experience with document scanning and electronic filing including: (a) software products/programs in which you are proficient, (b) how you used such programs in previous jobs, and (c) the types of documents with which you worked.