CITY OF
SIMI VALLEY

COMMUNITY SERVICES AIDE

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under supervision, performs a variety of duties and responsibilities in support of Community Services Center activities including monitoring rental activities, providing assistance to facility users and assisting with center programs; gathers data and statistics of center activities and prepares necessary reports; and responds to a variety of inquiries from outside agencies and the community.

This is a broad classification with individual positions assigned to specific functional areas; duties and assignments may overlap depending on the operational needs of the department and staffing levels.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Greet and assist visitors; provide information within area of assignment; make appropriate referrals.

2. Monitor activities of facility rental groups; provide assistance as requested; ensure compliance with City facility-use regulations; maintain facility security.

3. Perform periodic facility inspections; review facility checklist with renter; perform final walk-through.

4. Ensure daily delivery of prepared noon meals to all meals-on-wheels recipients; recruit, train, and schedule volunteers to deliver meals; change routes to assist the greatest number of recipients; provide guidance and direction to volunteers as needed.

5. Screen meals-on-wheels applicants for eligibility; review applications and coordinate follow-up home visits to verify whether the client meets eligibility criteria; conduct quarterly continued eligibility assessments.

6. Distribute donated gifts from various organizations to recipients; prepare thank you letters to the organizations.

7. Serve as a receptionist; screen all incoming telephone calls; transfer and direct calls to appropriate staff; take messages as necessary.

8. Gather information for monthly program summary; input data into a computer; prepare reports on monthly program performance as necessary.

9. Create and revise forms using a computer; complete various forms and paperwork.

10. Conduct meetings related to assigned area of responsibility as necessary.

11. Assist in moving and arranging furniture and equipment and setting up areas and rooms for special events or activities.

12. Open and close facility when custodian is absent; adjust thermostat and lights as needed.

13. Update Community Services Center bulletin board and flyer rack as needed.

14. Follow up with meals-on-wheels recipient's emergency contact when recipient does not answer their door; report emergency situations to proper authority and complete a written incident report.

15. Operate a variety of office equipment including but not limited to a computer, typewriter, copier, facsimile machine, multi-line phone, and printers.

16. Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Office procedures, methods, and equipment including computers and applicable computer applications.
English usage, spelling, grammar and punctuation.
Methods and techniques of greeting visitors.
Basic principles and practices of filing.
Basic telephone answering skills.
Basic bookkeeping practices and data entry.
Basic safety rules.
Customer service principles and practices.

Ability to:

Greet the public with courtesy.
Operate office equipment including computers.
Complete forms and paperwork.
Operate heating and air conditioning unit.
Perform a variety of clerical duties.
Work independently in the absence of supervision.
Understand and follow oral and written instructions.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *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:*

Education/Training:

Equivalent to the completion of the twelfth grade.

Experience:

One year of clerical experience is desirable.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Community Services center facility environment; exposure to computer screens; may be required to work irregular hours, including nights, weekends and holidays.

Physical: Sufficient physical ability to sit or stand for prolonged periods of time.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents.

Hearing: Hear in the normal audio range with or without correction.

Adopted: October 2003
Johnson & Associates

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