

Employment Opportunities

600 NE Grand Ave.
Portland, OR 97232-2736
503-797-1570
www.oregonmetro.gov/jobs



Metro | Metropolitan Exposition Recreation Commission

Event Receptionist

Expo Center

Internal, FOTA and general recruitment

Status:	One part-time position This position is event-based; schedule will vary
Work location:	Portland Expo Center 2060 North Marine Drive, Portland, Oregon
Pay:	Entry: \$11.36; one year rate: \$11.69; two year rate \$12.02/hour This position is not represented and is non-exempt
Recruitment number:	Expo-8030-Oct09PT
Application deadline:	October 15, 2009 (internal) October 22, 2009 (FOTA) October 29, 2009 (general)

Internal applicants must be current employees of Metro or MetroERC having regular, regular part-time or temporary employment. Temporary employees employed by Metro or MetroERC must have gone through a competitive selection process for the position currently held. Regular employees must have successfully completed their initial probationary period.

First Opportunity applications will be accepted from residents who live within the First Opportunity Target Area (FOTA) and who meet the qualifying annual household income limit of less than \$25,000 as an individual, or \$40,000 for an entire household, for the past 12 months. If you qualify, please complete the attached Economically Disadvantaged Status Questionnaire. The recruitment process begins with internal applicants who are screened and interviewed. If no internal candidates are selected, then the First Opportunity applicants will be considered.

General applications will be accepted from all applicants.

Please carefully follow application procedures at the end of the announcement.

Position summary

Provides general clerical support during events. Assigned duties may include: answering incoming calls, providing updated event information to patrons and staff, and performing other general clerical tasks.

Essential job duties

An employee in this position must be able to perform all of the essential job duties listed below with or without reasonable accommodation; however, this list is not intended to include all of the specific tasks which an employee in this position may be expected to perform.

- Answers phones, responds to inquiries and communicates with staff via radio; refers calls to other phone numbers when necessary.
- Provides basic administrative support, such as making copies and sending faxes; uses a computer to perform data entry, word processing and general clerical tasks.
- Compiles and prepares informational packets for visitors and potential clients.
- Receives and logs lost and found items.
- During emergency, communicates with 911 personnel.

- Informs staff about changes for on-going and future events.
- Other duties which may be necessary or desirable to support the agency's success.

Minimum requirements

High school diploma or GED, a minimum of six months of experience in customer service or reception, or an equivalent combination of education, experience and training that would provide the knowledge, skills and abilities required for the successful performance of the essential job duties.

Knowledge, skills and abilities

- Knowledge of current office methods, procedures, personal computers and related software, including Microsoft Word and Excel.
- Ability to operate general office equipment and hand-held radios.
- Ability to work accurately in time-sensitive settings.
- Ability to interact effectively with diverse groups of promoters, clients, vendors, contractors and the public and remain calm, professional, and polite even with dealing with rudeness from others.
- Ability to focus and maintain a calm demeanor in a high-paced environment.
- Ability to establish and maintain effective, cooperative working relationships with those contacted in the course of work.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to work various hours, including evenings, weekends and holidays.

Alcohol/Drug: MERC conducts testing for alcohol/prohibited drugs in accordance with MERC Personnel Policies Section 12.9.

PERS: Metro participates in the Public Employees Retirement System (PERS), contributing both the employer and employee portion; eligibility generally begins after working 600 or more hours in a 12-month period.

Immigration law notice: Only US citizens and those authorized to work in the United States will be hired. All new employees will be required to complete and sign an employment eligibility form and present documentation verifying identity and employment eligibility.

Equal employment opportunity: All qualified persons will be considered for employment without regard to race, color, religion, sex, national origin, age, marital status, familial status, gender identity, sexual orientation, disability for which a reasonable accommodation can be made or any other status protected by law. Assistance will be gladly provided upon request for any applicant with sensory or non-sensory disabilities.

Veterans' preference: Under Oregon Law, qualified veterans may be eligible for veteran's preference in application for Metro/MERC positions. If you are a veteran, or disabled veteran, and would like to be considered for a veteran's preference for the job for which you are applying, check the appropriate box on the Metro application. If an application is not requested as part of the application process, indicate your desire for veteran's preference consideration in your cover letter.

To qualify, veterans must provide appropriate documentation along with their application materials before the application deadline date listed on the job announcement: Veterans: Fill out and submit 1) a Metro Veterans' Preference Form and 2) a copy of your DD-214 or DD-215 indicating discharge status. Disabled Veterans: Fill out and submit 1) a Metro Veterans' Preference Form and 2) a copy of your DD-214 or DD-215 indicating discharge status, and 3) your public employment preference letter from the US Department of Veterans' Affairs.

Application procedure

This position opens to internal, FOTA and general candidates on October 7, 2009.

To apply, submit the following

1. Metro/MERC standard application form
2. Applicant contact information form (located on page 3 of the application)
3. Responses to the required supplemental questions listed below

Note: If you do not include all of these materials, your application will be incomplete and will not be considered.

Required supplemental questions

- All applicants must submit a written or typed response to each of the following.
 - The responses must be addressed individually and included with the application on a separate sheet(s).
 - Write your telephone number, including the area code, in the upper right corner of each page, but not your name.
 - Your responses will be used as part of your application evaluation.
1. Describe your experience working in a position requiring significant public contact where you were responsible for providing information and customer service over the phone or in person.
 2. Describe your experience working with standard office equipment and computer software.
 3. This position is part-time and scheduled to work varying shifts depending upon the event calendar. What days of the week and what hours are you available to work?

Submit your application

Deadline: 5 p.m., October 15, 2009 (internal)
5 p.m., October 22, 2009 (FOTA)
5 p.m., October 29, 2009 (general)

E-mail: jobs@oregonmetro.gov
Please include the word "Application" in the subject line of your e-mail.
Electronic attachments must be in MS Word or PDF format.

Mail or drop off: Metro Human Resources Department
600 NE Grand Ave, Portland, OR 97232

Fax: 503-797-1798

Important notes about your application

- Applications received after the deadline will not be considered.
- The date and time of our e-mail/fax system will be used to determine if application materials are received by 5 p.m. on the deadline.
- Any unsolicited materials will be discarded. All materials submitted become the property of Metro and will not be returned.

Follow-up

After the application deadline, it usually takes about three to four weeks before the hiring manager selects those individuals who will be interviewed. You can find out the status of a position for which you've applied by: (1) calling the job hotline at (503) 797-1777 and listening for the recruitment update prompt; (2) accessing Metro's website at www.oregonmetro.gov/jobs and clicking on the Recruitment Status Updates link. Weekly recruitment status updates will be posted on the job hotline and web site every Friday. When accessing recruitment updates, you will need to know the title of the job for which you applied.

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