

Employment Opportunities

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



Metro Store Associate

(Program Assistant I)

Internal and general recruitment

Status:	One part-time position; 20 hours per week (.50 FTE)
Department:	Parks and Environmental Services
Work location:	600 NE Grand Ave., Portland, Oregon
Pay range:	\$14.55 - \$19.45/hour This position is represented by AFSCME Local 3580 and is non-exempt
Recruitment number:	PES-0040-June10PT
Application deadline:	June 15, 2010 (internal) June 22, 2010 (general)

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

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

Position summary

The Metro Store Associate provides a central sales service for Metro's customers. The store provides sales for a diverse mix of customers, from real estate developers, bike and boat enthusiasts to local contractors and solid waste haulers. Metro sells publications, maps and park passes as well as accepting payments for Metro's rental properties, cemeteries, solid waste hauler fees and illegal dumping citations.

The person in this position will work in the Metro Store to provide information, sales and service to customers. In addition, this person will perform a variety of administrative, technical and clerical duties in support of Parks and Environmental Services.

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.

- Provides information or services referral for Metro programs and projects to the public and Metro staff
- Accurately performs cashier duties and reconciles cash, check and credit card transactions with Micros (Metro's Point of Sale system)

- Provides information and receives payment for annual park passes, Contractor's Business Licenses, Pioneer Cemetery program, solid waste haulers rental properties, maps, publications and other designated Metro program materials; monitors and processes on-line store product orders
- Monitors and stocks display racks; inventories Metro Store materials and products
- Provides back-up coverage, answers main switchboard phones and greets customers and staff at the Metro Regional Center front desk. May assist with reception coverage for Accounting, Human Resources and Council offices
- Conducts information phone surveys
- Greets customers, answers Metro Store phone line and provides excellent customer service
- Markets and sells products; uses proper cash handling procedures, following generally accepted accounting practices, to collect fees and make deposits
- Notifies Solid Waste haulers and local government representatives in case of an emergency at one of the Metro transfer stations
- Schedules meeting rooms, maintains meeting schedules and coordinates room reservations and special needs/orders for set-up; provides additional clerical support to Parks and Environmental Services, as necessary
- Inputs meeting agendas and summaries into the records and information management system; enters data into database for Parks and Environmental Services
- Updates and maintains Parks and Environmental Services staff phone list, solid waste hauler hotline, emergency phone lists, Metro main line, and Parks and Environmental Services main line. Acts as administrator for the department's Outlook distribution and phone lists; creates and updates the Metro Store and the Metro Lobby operating manuals.
- Performs other related duties as assigned.

Minimum Requirements

High school diploma or G.E.D. and one year of administrative and/or clerical work experience; or any combination of education and experience which would provide the applicant with the desired knowledge, skills, and ability required to perform the job. Preference given to applicants with sales and cash handling experience. Spanish speaking skills are a plus.

Knowledge, skills and abilities

- Knowledge of generally accepted accounting principles in cash handling
- Knowledge of techniques and procedures used in gathering and evaluating information
- Knowledge of record keeping procedures and techniques
- Knowledge of interpersonal and public relations principles and techniques
- Knowledge of regulations, policies, services and mission of specific program assignment
- Knowledge of specific principles and procedures used in program area
- Skill in using a PC and Microsoft office and business applications software
- Ability to effectively organize work and follow both written and oral direction
- Ability to communicate clearly and effectively with staff, the general public and clients
- Ability to maintain records, perform basic coding and filing tasks and to assist in effectively providing services to clients and the general public
- Ability to provide quality customer service
- Ability to work effectively as a team member
- Ability to maintain a professional appearance
- Spanish speaking abilities are desired

Benefits: Metro provides generous health care benefits that vary depending on the plan the employee chooses, bargaining unit affiliation, and employment status. This position receives prorated benefits. Metro participates in the Public Employees Retirement System (PERS).

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 this job, check the appropriate box on the Metro employment application. **To qualify**, veterans must provide appropriate documentation along with their application materials before the application deadline date listed on the job announcement: Veterans: Submit 1) a completed Metro Veterans' Preference form and 2) a copy of your DD-214 or DD-215 indicating discharge status. Disabled Veterans: Submit 1) a completed Metro Veterans' Preference form, 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 and general candidates on June 8, 2010.

To apply, submit the following

1. Metro/MERC standard application form
2. Responses to the required supplemental questions listed below
3. Resume, including dates of employment
4. Cover letter describing your experience as it directly relates to the duties of this position

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 cash handling environment. What are your strengths in this area?**
 2. **Describe your customer service experience. Give an example of a challenging situation you encountered and how you used your customer service skills to resolve it.**
 3. **Give an example of how you keep up to date on a program, product or service in the work place.**

Submit your application

Deadline: 5 p.m., June 15, 2010 (internal)
5 p.m., June 22, 2010 (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. We are unable to download ZIP files.

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 not be considered. 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.

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