

Employment Opportunities

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



Metro | Metropolitan Exposition Recreation Commission

Receptionist/Secretary

Oregon Convention Center

Internal, FOTA and general recruitment

Status:	One part-time job-share position Scheduled shift – afternoons; schedule may vary occasionally due to need.
Work location:	Oregon Convention Center 777 NE Martin Luther King Jr. Blvd, Portland, OR
Pay range:	\$12.65 - \$16.44/hour This position is not represented and is non-exempt
Recruitment number:	OCC-8010-July09JS
Application deadline:	July 31, 2009 (internal) August 7, 2009 (FOTA) August 7, 2009 (general)

*This position participates in MERC's merit-based compensation program.

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

Greets and assists visitors. Operates multi-line telephone system to answer incoming calls and direct callers to appropriate staff member. Provides general and computer administrative support to various departments.

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.

- Greets visitors, determines nature of business and announces visitors to appropriate staff with a calm and professional demeanor.
- Cheerfully answers and screens incoming telephone calls; forwarding calls to appropriate staff member or department.

- Provides callers and visitors with general event and facility information.
- Operates and monitors communication radio by relaying requests and information between off-site and onsite staff and clients.
- Creates facility informational sheets, maps and daily calendars.
- Assists in generating and formatting data from various database systems, in order to generate various reports used for event information, departmental budget, historical data and impact studies.
- Assists OCC Executive Assistant with general Administrative duties such as information distribution, filing both electronically and hardcopy, and event receptionist scheduling.
- Maintains and catalogs lost and found items, including locating owners of found items and handling unclaimed items for donation.
- Monitors boardroom/meeting room activities.
- Orders, receives and maintains office supplies.
- Receives, sorts and routes mail, and maintains and routes publications.
- Performs other duties which may be necessary or desirable to support the agency's success.

Minimum requirements

High School Diploma or GED and a minimum of one year experience in customer service or general clerical position, 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

- Basic knowledge of mail procedures.
- Working knowledge of Microsoft Office programs: Excel, Word, Access, PowerPoint, Publisher, Adobe, Outlook; other program knowledge a plus.
- Ability to operate office equipment such as a computer, copier, fax machine, mail meter, calculator and scanner.
- Ability to operate multi-line phone system.
- Ability to establish and maintain effective, cooperative working relationships with those contacted in the course of work.
- Ability to work effectively with information management systems and adapt quickly to system changes and updates.
- Ability to communicate clearly and concisely, both orally and in writing at a high level.
- Ability to work various hours, including evening, weekends and holidays.
- Ability to occasionally work on call or on very short notice.
- Ability to agree to a job share contract with another employee.

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

Benefits: This part-time, job-share position does not include health care benefits, but does receive leave accruals.

Immigration law notice: Only US citizens and aliens 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 July 23, 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 in working in a position requiring significant public contact where you are responsible for providing information over the phone or in person; determining appropriate referral of calls; and exchanging, correcting or verifying information.**
 2. **In your opinion, what is the most important qualification an individual can have in order to perform the essential job duties of this position?**
 3. **Describe your training and experience working with standard office equipment and computer systems. Include the types of hardware and software you are familiar with, your level of proficiency and your experience with data entry.**

Submit your application

Deadline: 5 p.m., July 31, 2009 (internal)
5 p.m., August 7, 2009 (FOTA)
5 p.m., August 7, 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. 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 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.

An Equal Opportunity/Affirmative Action Employer