

# Employment Opportunities

600 NE Grand Ave.  
Portland, OR 97232-2736  
503-797-1570  
[www.oregonmetro.gov/jobs](http://www.oregonmetro.gov/jobs)



## Receptionist

(Administrative Specialist I)

Internal and general recruitment

<b>Status:</b>	One part- time position, 20 hours per week (.50 FTE) Scheduled shift: Monday–Friday 1:30 p.m.-5:30 p.m. Schedule may vary occasionally due to need.
<b>Department:</b>	Parks and Environmental Services
<b>Work location:</b>	600 NE Grand Ave., Portland, Oregon
<b>Pay range:</b>	\$13.50 - \$18.05/hour This position is represented by AFSCME 3580 and is non-exempt
<b>Recruitment number:</b>	PES-6005-June09
<b>Application deadline:</b>	July 1, 2009 (internal) July 8, 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.

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

### Position summary

Greets, assists and directs visitors at the Metro Regional Center. Provides general and department specific information to the public including information about Metro's solid waste facilities, waste reduction, parks, openspaces, land use planning, transit, the Oregon Zoo and MERC facilities which include the Portland Center for the Performing Arts, Oregon Convention Center and Expo Center. Works under the supervision of the Parks and Environmental Services Administration manager.

### 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.

- Performs receptionist duties. Screens visitors, determines nature of business, and directs to the appropriate staff person or meeting room.
- Uses a multi-line phone to answer and screen incoming telephone calls; forwards calls to appropriate staff member or department; retrieves voice mail system messages and responds or forwards as needed.
- Provides callers and visitors with general information about Metro, meetings, programs and the facility.
- Maintains and upkeeps procedure manuals and operations binders at the front desk.
- Issues key cards to staff members and volunteers for building access.
- Operates radio and communicates with maintenance and security staff.
- Coordinates emergency calls. Administers minor first aid.

- Changes information on the reader board in the lobby as necessary; makes announcements on the public address system as required.
- Assists with the preparation and maintenance of various reports and records; collects, organizes and tabulates data, including monthly analysis reports tracking visitors, publication inventory, audiovisual and fleet usage for budget, historical data and impact studies.
- Collects and catalogs lost and found items; locates owners of found items and packs up unclaimed items for donation.
- Provides backup reception and phone coverage to other departments as needed.
- Maintains meeting room schedules.
- Opens, sorts and distributes mail.
- May assist with orientation of new members of the work group.
- Operates a variety of office equipment, including calculators, copy machines, fax machines and a PC to complete work.
- Performs other duties as assigned.

## Minimum Requirements

Requires a high school diploma or G.E.D and one year of general office and specialized customer service and problem solving experience; or any combination of education and experience that would provide the applicant with the desired knowledge, skills, and ability required to perform the job.

## Knowledge, skills and abilities

- Knowledge mail procedures.
- Working knowledge of Microsoft Office programs.
- Ability to communicate effectively, both orally and in writing.
- Ability to troubleshoot problems and provide quality customer service.
- Ability to accurately perform clerical and account record keeping duties.
- Ability to operate general office equipment such as a computer, copier, fax machine, calculator and scanner.
- Ability to perform several tasks simultaneously.
- Ability to operate a multi-line phone system.
- Ability to perform data entry and retrieval.
- Ability to remain calm in emergency situations, gather information and respond appropriately.
- Ability to establish and maintain effective, cooperative working relationships with those contacted in the course of work.

## Working Conditions

This position requires the ability to perform those activities necessary to complete the essential functions of the job, either with or without reasonable accommodation. Duties are primarily performed in an office environment. This position may require frequent standing, fingering, talking (both in person and over the phone), sitting, repetitive motions of the hands/wrists and good general hearing ability. It may also require occasional walking, reaching, feeling, grasping, handling and the ability to lift or carry up to 25 pounds.

**Benefits:** Metro provides generous health care benefits that vary depending on the plan the employee chooses, bargaining unit affiliation, and employment status. Benefits of this part-time position will be prorated. Metro participates in the Public Employees Retirement System (PERS), contributing both the employer and employee portion. Employees hired after August 2003, who have not previously worked in a PERS benefited position will participate in the OPSRP program; eligibility for OPSRP generally begins the first of the month after working 6 full months. Eligibility for Tier 1 or Tier 2 PERS generally begins after working 600 or more hours in a 12-month period.

**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 and general candidates on June 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 personal computers. 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 1, 2009  
5 p.m., July 8, 2009

**E-mail:** [jobs@oregonmetro.gov](mailto: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

- 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](http://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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