

Employment Opportunities

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



Receptionist

(Administrative Specialist 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:	\$13.87 - \$18.54/hour This position is represented by AFSCME Local 3580 and is non-exempt
Recruitment number:	PES-6005-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

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, open spaces, land use planning, transit, and Metro's Visitor Venues – the Oregon Zoo, the Portland Center for the Performing Arts, Oregon Convention Center and Portland 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.

- Greets visitors, determines nature of business, and announces visitors to appropriate staff.
- Answers and screens incoming telephone calls; forwards calls to appropriate staff member or department.
- Provides callers with general meetings, event and facility information.
- Provides information to the public about Metro's programs.
- Responsible for the upkeep of procedure manuals and operations binders at the front desk.

- Operates “push to talk” to relay requests and information for onsite maintenance and security staff.
- Monitors loading dock delivery requests; provides access to loading dock for approved deliveries.
- 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 in collecting, compiling, and analyzing data in order to create monthly analysis reports for visitors, publication inventory, AV and Fleet usage; for budget, historical data and impact studies.
- Maintains and catalogs lost and found items, including locating owners of found items and packing up unclaimed items for donation.
- Retrieves messages from voice mail system and forwards them to appropriate staff.
- Provides backup phone coverage to other departments as needed.
- Maintains boardroom/meeting room schedule.
- Receives, sorts, and routes mail, and maintains and routes publications.
- May provide leadership and guidance to volunteer staff and assist with orientation of new members of the work group.
- Works with Human Resources regarding “walk-in” job applicants; accepts and date stamps job applications.
- Accepts and date stamps bids and proposals within established guidelines. Works with procurement or applicable department to assist in this process.
- Assists patrons with Records Information Request application process.
- Performs other duties as requested.

Minimum Requirements

High School Diploma or GED and a minimum of one (1) year experience in a position performing customer service, general clerical and receptionist duties, 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.
- Ability to operate general office equipment such as a computer, copier, fax machine, calculator and scanner.
- Ability to operate multi-line phone system.
- Ability to remain calm in emergency situations, gather information and respond appropriately.
- Ability to perform several tasks simultaneously or during one-time intervals.
- 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.
- Ability to work various hours, including evening, weekends, and holidays.

Benefits: Metro provides generous health care benefits that vary depending on the plan the employee chooses, bargaining unit affiliation, and employment status. This part-time position receives prorated benefits (.50 FTE). 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, listing 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 position requiring significant public contact where you were 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., 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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