

## Public Service Assistant II: Rental Assistance Program Customer Service Representative \$20 - \$25 per hour

### Human Services Department

The Human Services Department works to support a vibrant community through the creation and maintenance of services that empower individuals, strengthen families, encourage self-sufficiency, enhances neighborhoods and fosters a high quality of life. The Department values its people, creativity, quality service, integrity, open communication, collaboration, building community partnerships, mutual respect and diversity.



### The Job Opportunity

The City of Fremont Human Services Department Fremont Family Resource Center Division is looking for a highly motivated and enthusiastic individual who will be part of the team implementing a \$7 million Emergency Rental Assistance Program. Funding for the Emergency Rental Assistance Program was provided by Federal Stimulus Funds and issued by the United States Department of Treasury. This program is designed to assist low-income families struggling with their rental payments due to the financial impacts of COVID-19. **There are currently two temporary job opportunities to support this new program through December 31, 2021 or until the administrative support work is completed. The selected candidates will be required to work 40 hours each week, Monday through Friday, 8:00 a.m. to 5:00 p.m.**

### Examples of Job Duties

- Provide customer service support, including answering a dedicated phone line and responding to customer/client inquiries related to the emergency rental assistance program.
- Assist applicants in completing and submitting the rental assistance online application.
- Connect applicants to staff members with language capacity to assist with completing their application.
- Review and analyze required documentation to ensure Federal verification requirements are met, which may include following up with customers, as necessary, to ensure accuracy and completeness of information.
- Schedule appointments with applicants to collect, scan and upload documents in person as necessary.
- Verify ownership of property by the landlord.

### Competencies

- **Customer Service:** Demonstrates the ability to anticipate customers' needs and deliver services effectively and efficiently using professional demeanor.
- **Communication Skills:** Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills; displays openness to other individuals' ideas and thoughts; demonstrates the ability to work with diverse groups, customers and team members.
- **Teamwork & Interpersonal Skills:** Develops effective relationships with co-workers, supervisors and staff from other City departments by helping others accomplish tasks and using collaboration and conflict resolution skills.

## Competencies (Continued)

- **Familiarity with a Rental Assistance Program:** Ability to understand, interpret and communicate Emergency Rental Assistance Program information, rules and regulations to customers, including the ability to review and analyze information to ensure Federal verification requirements are met.
- **Flexibility:** Makes effective decisions and achieves desired results in the midst of major changes in responsibilities, work processes, timeframes, performance expectations, organizational culture, or work environment; ability to multi-task in high pressure situations.
- **Initiative:** Exhibits resourceful behaviors toward meeting job objectives; anticipates problems, is proactive, and avoids difficulties by planning ahead; displays willingness to assume extra responsibility and challenges; pursues continuing education opportunities that promote job performance.
- **Reliability:** Completes quality work assignments in a timely and efficient manner; fulfills responsibilities and maintains confidentiality as appropriate.
- **Computer Skills:** Experienced with common business computer applications including, but not limited to: MS Outlook, MS Word and MS Excel; ability to learn technology quickly.

## Desirable Qualifications

- **Bilingual Skills (oral and/or written)** communication in any of the following languages: Mandarin, Farsi, Dari, Hindi, Punjabi, or Spanish.

## Minimum Qualifications

The successful candidates will have a combination of education and/or experience that has provided the knowledge, skills and abilities necessary for satisfactory job performance. A typical way to obtain the required knowledge and skills include:

**Education:** High School Diploma or equivalent.

**Experience:** Two (2) years of general clerical and customer service experience.

## Compensation

The hourly rate for this position will range between **\$20 to \$25 per hour** depending on candidates' qualifications and experience. These temporary assignments do not include benefits.

## Application Instructions, Recruitment & Selection Process

**Application Deadline: This recruitment will remain open until filled.** Interested candidates are encouraged to apply online as soon as possible as this recruitment may close without notice.

**How to Apply:** To be considered for this position, submit a completed City application, resume, and completed supplemental questionnaire through the online application system at [www.fremont.gov/tempjobs](http://www.fremont.gov/tempjobs). Applications will be considered for participation in the selection process upon receipt.

**Selection Process:** Highly competitive candidates may be invited to participate in a virtual panel interview. In addition, successful candidates will be required to complete fingerprinting, and other related components. Only those candidates who have the best combination of qualifications in relation to the requirements and duties of the position will continue in the selection process. If future opportunities become available, highly competitive candidates may be considered.



## SUPPLEMENTAL QUESTIONNAIRE

The completion of this supplemental questionnaire is required for your application to be considered for the Public Service Assistant II (Rental Assistance Program Customer Service Representative) position, and is an integral part of the examination process. This supplemental questionnaire will be used to assess your experience as it relates to the position. Your responses will be evaluated and compared to your application and will assist in determining which applicants will receive further consideration in the examination process.

When you apply online, you will be asked to respond to the following questions:

1. Please be specific in answering the Supplemental Questions as they will be used to evaluate which applications will be given further consideration in the process. Do not answer “see resume” or “see application” as these are not valid answers. Select “Yes” to reflect that you have read and understand this statement.
  - Yes
  - No
2. What is your highest level of education?
  - Did not complete high school or equivalent
  - High school diploma or equivalent
  - Some college
  - AA degree
  - Bachelor’s degree or higher
3. Describe any experience that you have in general administrative/clerical and customer service work that involved providing information to the public. Please include the positions) you have held the number of years in each position.
4. Describe an example of a successful project that you participated in. What made the team successful and what was your role on the team?
5. The Public Assistant II positions will require working virtually and/or in person to assist customers Monday through Friday between 8:00 a.m. to 5:00 p.m. Are you able to meet this work requirement?
  - Yes
  - No
6. Please specify if you have bilingual skills in any of the following languages (select all that apply):
  - Mandarin
  - Farsi
  - Dari
  - Hindi
  - Punjabi
  - Spanish
7. If you have bilingual skills in any of the languages listed in question #6, please specify if you are bilingual in oral and/or written communication.

### Reasonable Accommodation

Human Resources will make reasonable efforts in the examination process to accommodate persons with disabilities. Please advise Human Resources of any special needs with a minimum of five (5) days in advance of the selection process by contacting Human Resources at **(510) 494-4660** or at [humanresources@fremont.gov](mailto:humanresources@fremont.gov). The City of Fremont is an Equal Opportunity Employer.