



420 Capitola Avenue  
Capitola, California 95010  
Telephone: (831) 475-7300  
FAX: (831) 464-8659  
Website: www.cityofcapitola.org

## **EMPLOYMENT OPPORTUNITY**

### **RECEPTIONIST/DEVELOPMENT SERVICES TECHNICIAN**

Salary: \$3,676 to \$4,469/monthly

Plus Comprehensive Benefits

FILING DEADLINE: Monday, September 19, 2016, by Noon

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#### **CURRENT OPENING**

This opening is a full-time, benefited position in the City Manager's Department and Community Development Department.

#### **GENERAL PURPOSE**

##### Receptionist

Under general direction, meet the public and assist callers by directing or transferring them to the appropriate person or office; assist public in obtaining various city hall services; provide clerical/administrative support to staff; assist in the administration of standard operating policies and procedures of the assigned department; and perform related clerical work as required.

##### Development Services Technician

The Development Services Technician is a para-professional, public service and information/data management position which performs a variety of public information, records management, code compliance, administrative and clerical functions in support of the City's development services activities. The position requires extensive contact with the public, and interaction with and support to the Community Development and Public Works Departments. Records management includes maintenance of paper files and computerized Geographic Information Systems (GIS), land use database, and permit tracking software programs.

#### **MINIMUM QUALIFICATIONS**

##### **Education and Experience:**

Graduation from a high school or GED equivalent, plus two years practical work experience involving general office practices such as typing, filing, accounting and bookkeeping, public relations and communication, zoning and land use, and/or computer word processing, GIS database, and other software programs. A Bachelor's degree in planning or a related field may substitute for the requirement for two years of practical experience.



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## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

### **Knowledge, Skills and Abilities:**

#### **Receptionist**

(A) Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures; some knowledge of accounting principles and practices; some knowledge of city services and recreation programs; proper English usage, grammar, punctuation, vocabulary and spelling.

(B) Skill in operation of listed tools and equipment.

(C) Abilities (Including, but not limited to the following);

Perform cashier duties accurately, including receiving payments;

Meet the public with poise, understand public inquiries and assist them in getting them help; Learn and remember a wide range of information about the personnel, organization and procedures of the departments;

Communicate effectively verbally and in writing; handle stressful situations; type at a moderate rate of speed; maintain strict confidentiality of information, multitask, learn the activities and operations of city;

Understand and follow complex oral and written instructions; perform arithmetical calculations using addition, subtraction, multiplication and division; effectively and tactfully communicate in both oral and written forms.

#### **Development Services Technician**

(A) Working knowledge of computers and electronic word and data processing; modern office practices and procedures.

(B) Skill to proficiently learn and operate listed tools and equipment.

(C) Abilities (Including, but not limited to the following):

Work evening and/or occasional weekend hours to assist in facilitating public meetings. Take accurate minutes at public meetings;

Interact and communicate with the public in a helpful, positive, fair, tactful, resourceful, courteous and effective manner, while providing accurate information regarding city ordinances and the development process, over the public counter, on the telephone, and in the field.



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Read, learn, understand and effectively and accurately explain zoning ordinance, municipal code provisions, policies and procedures to the public, including the ability to make and carry out appropriate judgments regarding referral of certain situations to other departmental and city staff.

Read and understand site and building development plans. Read and understand development and code vocabulary.

Use of computer systems and learn software programs such as word processing, database, spreadsheet, permit tracking, agenda management and GIS computer software programs.

Perform arithmetic calculations and analyses; ability to write concise and accurate reports and correspondence; ability to keep accurate and detailed records both on computer and in paper files.

Work and use good judgment under stressful conditions and with frequent interruptions.

Learn and appropriately employ various conflict management and conflict resolution techniques.

Organize information and prioritize work.

### **Tools and Equipment Used**

Telephone switchboard/voicemail system; personal computer systems; pen/pencil, calculator, rulers, copy machine, postage machine; fax machine, motor vehicle.

### **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed mostly in office settings. Some outdoor/field work is required to post public notices, observe zoning and other code violations, inspect properties and development projects for compliance with codes and conditions of approval, and to attend off-site meetings. The employee is occasionally required to climb or balance, stoop, kneel, or crouch.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms; bend, twist and squat. Hand-eye coordination is necessary to operate computers and various types of office equipment. The employee must frequently retrieve files, and must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus, for detailed computer work, reading, and field work.



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The employee must intermittently bend and twist to reach equipment on surrounding desk; intermittently reach above and below shoulder level to reach books, file reports on shelves and in filing cabinets, squat and kneel to reach files and related documents; sit at a desk using near vision for long periods of time; speak English.

The noise level can be moderately noisy at the public counter.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **APPLICATION AND TESTING PROCESS**

A City of Capitola employment application, cover letter and resume must be submitted to Liz Nichols in the Personnel Department, 420 Capitola Ave. Capitola, CA 95010, by the filing deadline. No postmarks accepted. An application may be obtained by calling 831-475-7300 or by going to the City's website at [www.cityofcapitola.org](http://www.cityofcapitola.org). Application materials will be reviewed for accuracy, completeness and job related qualifications. A limited number of persons whose application materials clearly demonstrate they most closely meet the requirements may be invited to participate in the selection process which may be any combination of written, oral, and/or performance exams.

**Reasonable accommodations for disabled applicants will be made. If special accommodations are necessary at any stage of the examination or application process, please provide the City of Capitola with advance notice and every attempt will be made to consider your request.**

## **APPOINTMENT**

Appointment is subject to successfully passing a pre-employment physical, background and criminal history check. Before starting work, applicants must present documentation of their identity and authorization to work in the US. Following appointment, a twelve month probationary period may be required as the final phase of the appointment process. Names of successful candidates who do not receive a job offer will be placed on an employment list which may be abolished at any time and no longer than one year from the date of the job announcement.

## **BENEFITS**

**Retirement:** The City participates in CalPERS with a retirement formula of 2.5%@55 for employees with less than a six-month break in PERS-qualified employment. Effective the first full pay period in July 2016, employees will contribute approximately 12.292% of their reportable salary towards retirement. For employees who have never been a member of CalPERS, the retirement formula is 2%@62. These employees contribute 50% of the plan's normal costs, currently 6.25% of their reportable salary, towards retirement.



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Medical, Dental and Vision Insurance: The City offers five HMOs and three preferred-provider health plans. Dental and vision plans are also available. Effective 7-1-15, the City pays \$754 for employee, \$968 for employee + 1, and \$1184 for employee + 2 per month under a cafeteria plan. Employees are eligible for enrollment at time of hire.

Life Insurance: The City provides a \$50,000 policy + \$1,500 for each dependant.

Disability Insurance: The City provides coverage for the employee.

Deferred Compensation Plan: The City encourages and supports employee enrollment in a 457 deferred compensation plan.

Vacation: Twelve (12) days each year, increasing to 14 days after 2 years.

Holidays: Twelve (12) days per year, plus three (3) personal holidays.

Sick Leave: Twelve (12) days per year, with unlimited accrual.

Flexible Spending Account: Tax deferred employee contributions that can be applied to specified expenses (for example, child care, dental work, and medical expenses).

Employee Assistance Program: Includes personal/family counseling, legal and financial advice.

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The City of Capitola encourages workplace diversity and is an equal opportunity employer. The City of Capitola is committed to compliance with the Americans with Disabilities Act by including people with disabilities in all of its programs and activities.



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