



**MISSION
VIEJO**

CITY OF MISSION VIEJO

Invites Applications For **COMMUNITY SERVICES LEADER**

\$10.50 - \$13.50 per hour

APPLY BY: 3:00 P.M., TUESDAY, DECEMBER 27, 2016

The City of Mission Viejo is accepting applications for the position of Community Services Leader from qualified applicants. There are nine (9) current vacancies to within the Recreation & Community Services Department at the following facilities: Montanoso and Sierra Recreation and Fitness Centers, Marguerite Tennis Pavilion and Felipe Tennis Center.

Community Services Leaders are considered at-will Hourly, Seasonal, and/or Temporary variable hour employees, and are not a part of the competitive service. Incumbents will work a flexible schedule, with an average of 12 to 19 hours per week, with increased scheduling during peak workload periods, but less than 1,000 hours during the assignment through the fiscal year starting July 1st and ending June 30th.

Recreation Centers are open Monday through Friday, 5:30 a.m. to 9:00 p.m. and Saturday and Sunday, 7:00 a.m. to 7:00 p.m. The Marguerite Tennis Pavilion is open Monday through Thursday from 7:00 a.m. to 9:00 p.m. and Friday through Sunday from 7:00 a.m. to 7:00 p.m. The Felipe Tennis Center is open Monday through Friday from 8:00 a.m. to 12:00 p.m.; Monday through Thursday from 3:00 p.m. to 9:00 p.m.; Friday from 3:00 p.m. to 7:00 p.m.; Saturday from 8:00 a.m. to 5:00 p.m.; and Sunday from 8:00 a.m. to 12:00 p.m. These positions may be rotated through the Recreation and Community Services facilities. The schedule may vary on the needs of the City. The eligibility list established for this current recruitment may be used to fill future Community Services Leader vacancies.

KEY RESPONSIBILITIES INCLUDE

- Assist with facility reservations, including phone and front counter contact, registering patrons for recreation classes and programs, processing receipts and record keeping;
- Provide excellent customer service in person and over the phone;
- Assist with coordinating tennis programs, leagues, and tournaments;
- Supervise children from infants up to 8 years old in the babysitting;
- Assist with general office duties, including basic cashiering, answering the telephone, greeting patrons, light typing, data entry, copying and filing;
- Assist with maintaining a computerized class enrollment and facility reservation information system;
- Assist in planning and conducting special events, general programs and facility rentals; set-up and take down tables, chairs and equipment for classes, activities, events and meetings.
- Assist in the supervision and preparation of the facility and amenities for patron use, drop-in clientele and special programs;
- Monitor the proper and safe use of program facilities by the general public;
- Respond to patron needs for assistance or information;
- Conduct and participate in group recreational activities;
- Issue and collect recreation equipment and supplies;
- Monitor facility use; open, close and secure building for events;
- Perform basic custodial duties and minor facility maintenance as assigned;
- Maintain a variety of logs; records, and files; and
- Perform other duties as assigned.

IDEAL CANDIDATE

- Able to work a minimum of 12 to 19 hours per week which may include early mornings, evenings, weekends and holidays at a variety of City facilities;
- Possess excellent communication and customer services skills in person and over the telephone;
- Possess basic computer software skills such as Microsoft Word, Excel, and Outlook;
- Possess a general understanding of tennis; playing experience is a plus;
- Develop a general understanding of health and fitness programs;
- Learn, understand and apply facility use policies and procedures;
- Work independently while supervising facilities and user groups; and
- Handle medical emergencies and injuries in a calm and effective manner, including providing basic first aid and/or adult and child cardiopulmonary resuscitation.

QUALIFICATIONS

Equivalent to the completion of ninth (9th) grade, and one (1) year of experience in community services



and or recreational activities for varying age groups, OR completion of at least twelve (12) units of college-level coursework in recreation, physical education or a closely related field.

LICENSE OR CERTIFICATE

- Applicants must be 15 years of age or older at the time of appointment for Community Services Leader. Applicants under the age of 18, that are required to attend school, must provide a California Workers Permit;
- Possession of, or ability to obtain and maintain, a valid Standard First Aid Certificate is required within three (3) months of appointment;
- Possession of, or ability to obtain and maintain a valid American Red Cross or American Heart Association Automated External Defibrillator (AED) and Cardiopulmonary Resuscitation Certificate (CPR) for Infant, Child, and Adult is required within three (3) months of appointment; and
- Possession of or ability to obtain and maintain a valid California Driver's License may be required.

SPECIAL REQUIREMENTS

Pursuant to California Public Resources Code 5164, all applicants for position involving supervisory or disciplinary authority over any minor must complete and submit a CPR Code 5164 Questionnaire.

APPLICATION PROCEDURE

Applicants are required to apply on-line directly by visiting the City's website at <http://cityofmissionviejo.org>. Applications, any accompanying materials, must be filled out completely and must show that the minimum qualifications are met. **Resumes and cover letters will not be accepted in lieu of a completed City application for review of minimum qualifications.** Complete one application per position. Completed on-line applications must be received no later than 3:00 p.m. on the filing deadline.

If you have problems creating a user account or submitting your on-line application, please contact NEOGOV directly at 855.524.5627.

SELECTION PROCEDURE

Applicants must be specific and complete in describing their qualifications for this position. Based upon the information presented on the application materials, those applicants who are determined to possess the most suitable qualifications will be requested to continue in the recruitment process. Not all applicants will proceed to the Written and/or Oral Interview Examination. Failure to state all pertinent qualifications may lead to elimination from the recruitment process. All applicants will be notified, by mail, of the results of the selection process.

EXAMINATION PROCEDURE

Only those candidates possessing the MOST DESIRABLE qualifications and best meets the needs of the City will be invited to participate in the examination process. The examination process may consist of any or all of the following components: written examination, skills assessment evaluation, and oral interview. Eligible candidates will be notified when testing dates have been established.

ELIGIBILITY LIST

This contains the names of the candidates that successfully complete the oral interview examinations (see Examination Procedure). Unless exhausted sooner, eligibility lists remain active for a period of six (6) months. The eligibility list established for this recruitment may be used to fill future full-time, part-time and/or seasonal vacancies for these job classifications.

VETERANS PREFERENCE SYSTEM

Veterans of the armed forces, who have received Honorable Discharges from active duty, shall receive an additional five (5%) percent added to each written, skills inventory and/or oral interview examination test score that they pass. This preference will apply only to the first appointment to any regular City appointment. A copy of your valid DD214 must be submitted on or before the final filing date in order to be eligible for Veterans Preference System.

ACCOMMODATION FOR DISABILITY

Individuals with disabilities who require accommodation in the application, testing and/or interviewing process, must provide the Human Resources Office by the application due date, documentation from a qualified authority to confirm the disability and prescribed accommodation. An applicant is not required to disclose information about physical or mental limitations that he or she believes will not interfere with his or her ability to perform the essential requirements of the job.

SPECIAL NOTICES

The City of Mission Viejo requires a job related physical examination, including a drug and alcohol test and a complete background investigation, as part of our selection of regular and part-time, hourly, seasonal, and/or temporary employees. All new and re-hired employees will be fingerprinted as part of the employment process, and a criminal history check will be conducted with the Department of Justice. Offers of employment are conditional upon the successful completion of these examinations. Federal immigration law requires all employers to verify both the identity and employment eligibility of all persons hired to work in the United States. In its efforts to meet the law's requirements, the City of Mission Viejo is participating in the E-Verify Employment Eligibility Verification program established by the Department of Homeland Security and the Social Security Administration (SSA) to aid employers in verifying the employment eligibility of all newly hired or rehired employees. Our participation in this program does not exempt us from the obligation to complete a Form I-9 for every hired or rehired employee. Hourly, seasonal, and/or temporary (HST) employees are not part of the competitive service and are not entitled to any rights or benefits of regular employees except as expressly set forth under the City's personnel policies. An hourly, seasonal, and/or temporary employee serves at the will of the City Manager and may be released at any time for any reason. The City of Mission Viejo has a smoking policy that prohibits smoking at the workstation of all employees. The provisions noted herein are intended only as general guidelines for prospective applicants and may be modified or revoked without prior notice or agreement.

In accordance with California state law, all City of Mission Viejo employees are disaster services workers and may be required to report for duty, or remain on duty, in the event of a disaster.

