



CITY OF PORTLAND  
ANNOUNCES AN OPEN POSITION SPECIFIC RECRUITMENT FOR:

**INFORMATION AND REFERRAL SPECIALIST**  
**(Spanish Language Preferred)**

RECRUITMENT NO. 04-001

Approximate Monthly Salary: \$2,200 at entry to \$3,068 after three years

**THE POSITION**

This is a **high performance**, clerical position providing Information & Referral services to multilingual clients utilized by City of Portland/Multnomah County. The ability to speak Spanish is preferred. This position processes a wide variety of information requiring substantial multi-tasking, decision making and problem solving judgement. Responsibilities in this position includes working with the public, compiling data, working with databases and/or spreadsheets, maintaining a variety of records and composing correspondence and reports. Positions may also provide assistance to one or more managers, supervisors and/or administrative staff in conducting the daily business of the organization.

**TO QUALIFY**

**Successful applicants for this position will possess:**

- Three years of progressively responsible administrative/clerical/customer service experience performing the duties described above and in the structured resume knowledge and skills requirements on the reverse side of this announcement (or equivalent education/training or a combination of the two).
- Proficiency using word processing software, especially Microsoft Word. Skill using File Maker, Access, Excel and Outlook are a plus.
- Ability to independently manage a high workload with tight and sometimes competing deadlines.
- Applicants must possess all the qualifications listed in the position statement and the structured resume knowledge and skills requirements as listed in this announcement.

**THE RECRUITMENT PROCESS**

The recruitment will consist of a pre-screen to determine if applications are complete and applicants possess the minimum qualifications. Those applicants who pass the pre-screen will have an evaluation of their training and experience as demonstrated in their structured resume weighted at 100%. Only the most qualified candidates passing the evaluation will be placed on an equally ranked eligible list that will be forwarded to the hiring authorities for employment consideration. **Additional testing may be required prior to final selection and/or establishment of the eligible list. Some positions may have a driving requirement. Candidates placed on the eligible list will be required to complete and sign a criminal conviction statement before being considered for hire.**

**TO APPLY**

**Complete application packets must include:**

- ✓ A City of Portland Scannable Application Form.
- ✓ A structured resume as described in the instructions on the following page.

**Where to Apply in Person**

Portland Bureau of Human Resources  
Application Center, Portland Bldg. Lobby, NE Corner  
1120 SW 5th Avenue

**Where to Mail Your Application**

Portland Bureau of Human Resources  
1120 SW 5th Avenue, Room 404  
Portland, OR 97204

**To apply via the Internet go to <http://www5.ci.portland.or.us/jobs>**

All completed applications for this position must be in the possession of the Portland Bureau of Human Resources no later than **4:30 PM, Friday, January 23, 2004.** **SORRY, WE ARE UNABLE TO ACCEPT FAXED APPLICATIONS.**

Minorities, women, and qualified individuals with disabilities are urged to apply. If you wish to identify yourself as an individual with a disability under the Americans With Disabilities Act of 1990 and will be requesting accommodation for the job testing processes, the requests must be made to the Analyst(s) named below **NO LATER THAN THE CLOSING DATE OF THIS ANNOUNCEMENT.**

Bureau of Human Resources  
Margaret Gringauz, Human Resources Coordinator, (503) 823-4170

Office Support Specialist II - 0102  
Posted: 01/05/04

*An Equal Opportunity Employer*

# ***Information and Referral Specialist***

RECRUITMENT No. 04-001

## ***Structured Resume Instructions***

**Read these instructions carefully:** In a structured resume (no longer than 4 pages in length) describe your training and/or experience that demonstrate how you meet the requirements of this position as listed in the **Resume Knowledge and Skill Requirements** below. Your resume must *clearly demonstrate* your qualifications. It is your responsibility to convey sufficient information regarding your qualifications for this position. You cannot be credited for experience or training that you do not include. Information in cover letters or previously submitted applications will *not* be considered. Statements such as see previous application on file do not substitute for completing any portion of the application.

1. **Do Not** include information related to race, sex, age, national origin, religion, marital status or disability.
2. Your structured resume should provide sufficient details so that your knowledge, skills and abilities in each area can be evaluated accurately. The applicant has the responsibility to convey qualification information. Describe the work *you* have done; be specific.
3. For each employer for whom you performed these duties/responsibilities list:
  - Company name,
  - Your title,
  - Your relevant duties/responsibilities that demonstrate your qualifications in this area *and*
  - The length of service that you performed these relevant duties/responsibilities for that employer.

## **Structured Resume Knowledge and Skill Requirements**

**The successful Office Support Specialist II (OSSII) candidate should be technically proficient in all aspects of general office procedures and techniques such as:**

- The ability to answer a variety of inquiries by telephone or in person, and provide information on City/County, Bureau/Department and specific program policies and procedures.
- Ability to take service requests and route to appropriate parties for response.
- The ability to exercise sound judgement in completing projects after receiving limited or general guidelines from their customer.
- An excellent understanding of English grammar, punctuation and letter writing techniques and formats.
- The ability to produce letters, memos, reports and other documents that are logically presented, have a professional appearance and are error free.
- Excellent organizational skills including the ability to multi-task and prioritize competing work duties.
- Excellent computer skills including Microsoft Word. Competency with File Maker, Access, Excel, PowerPoint and Outlook is a plus.
- Ability and experience in handling a high volume of phone calls with the public providing information and referral regarding government and other community services.
- Ability to work in a multicultural setting and able to communicate and work with people from a variety of walks of life and a variety of ethnic, cultural, religious, ideological and economic backgrounds.
- Ability to communicate with people under difficult circumstances, treating everyone with patience, compassion and respect with a goal of problem resolution for the individual.

**Although not required, please include any training or work experience in the following:**

- Fluency in a language, in addition to English, particularly Spanish.
- Knowledge of community and government services.