



City of Monte Sereno

Administrative Clerk I (Front Office/Communications)

Part – Time

(Three days per week, 9am - 5pm)

The City of Monte Sereno

The City of Monte Sereno is situated southeast of the City of Saratoga and adjacent to the Town of Los Gatos, approximately 50 miles southeast of San Francisco. The ideal location provides easy access to State Highways 17 and 85 and is just minutes from the heart of Silicon Valley. Due to the City's beauty, proximity, and superior schools, many Silicon Valley executives have chosen Monte Sereno as their home.

The City is named for the 2,580-foot El Sereno Mountain, upon the slopes of which the southern portion of the City is built. Monte Sereno was established in the early 1900's as a rural agricultural community. The area was dotted with ranch houses, orchards, dairies, and livestock, and the mountain slopes of the southern portion of the city contained summer homes, recreational properties, and, a few large estates. The beauty and tranquility of the area attracted artists and writers looking for a peaceful and inspirational place to pursue their craft. In fact, American author John Steinbeck wrote *The Grapes of Wrath* while living there.

Unlike many other cities in Santa Clara County, Monte Sereno did not form on a crossroads or from an historical village. As a result, a commercial core never developed in the City, leaving Monte Sereno as a serene and strictly residential community. Monte Sereno was incorporated in 1957 as a response to the ever-increasing pressure of annexation from the surrounding cities. Residents of the community joined together and decided that incorporation rather than annexation was the best way to ensure the continued way-of-life for the community. The community remains entirely residential, with no commercial zoning and 99% single-family housing, and is an upscale Silicon Valley bedroom community with a population of 3,501 residents.

City Government

The City of Monte Sereno, a General Law City, operates under a Council/Manager form of government. Due to the relatively late incorporation of

the City after the community had developed, many special districts that provided services to residents were already in place. This included school districts, utility districts, and fire protection districts among others. Consequently, the City was incorporated with the intent to become a minimal services City. Both the City's revenues and structure reflect this objective.

Monte Sereno provides services to its residents either directly or by working with other agencies. It is through these partnerships that Monte Sereno is able to provide high quality services that are economically efficient. The City directly provides administrative services, building permits/inspections, planning/design review, a city clerk/election services, and finance services.

The Position and Ideal Candidate

The Administrative Clerk I is appointed by and reports directly to the City Manager. This position involves the application of a number of office and communication skills and a high degree of flexibility and independent judgment. This is a key position involving a great deal of public contact in person and by telephone. It requires the ability to deal calmly and professionally with a variety of individuals. Work is expected to be accurate and thorough and handled with minimal supervision.

The individual will be assigned a wide range of duties such as routing phone calls; greeting visitors to City Hall; providing general information to the public, including distributing forms and explaining procedures; processing cash receipts; preparing files for use by City staff and archiving; organizing the front counter; mailings; and other duties as assigned. The individual will assist City staff with its public information and communications efforts; doing research analysis, preparation, and writing of newsletters (including e-newsletters), social media posts, and updates to the City's website. The individual will also assist City staff with evaluating and researching best practices for social media engagement and maximizing online and digital tools for community education and information sharing; preparing and editing promotional materials such as flyers, brochures, and pamphlets; and tracking projects and media exposure.

The ideal candidate will have a sound knowledge of Business English including vocabulary, correct grammatical usage, and punctuation; modern office practices and procedures; basic mathematics; computer applications and word processing; cash handling; credit card processing; municipal services and records management systems. They will be proficient with website management and maintenance; writing and editing content; posting to social media accounts; and compiling and designing newsletters and other items of publication. They will have the ability to analyze and solve problems; follow detailed verbal and written instructions; write and speak effectively; perform clerical work with speed and accuracy; maintain records; maintain effective public contact skills; use judgement in setting work priorities; and resolving complaints.

The Administrative Clerk I will be a strong collaborative partner to the other staff of the City and be able to forge a strong relationship with them and the City Manager. The ability to be a team player and to maintain open channels of communication with other members of the City's team will be very important to this job.

The equivalent of a high school diploma and 2 years' experience in an office setting preferably with heavy public contact is required. Advanced education or additional related experience desirable. Experience with cashiering and familiarity with the building development process is highly desirable. Punctuality, flexibility, and diplomacy are a must. Computer skills, including MS Outlook, Word, Excel and Access, is required. Demonstrated experience in communications and social media marketing and knowledge of social media platforms is required. Proficiency with website management and maintenance and graphic design programs is highly desirable, as is experience with creating and editing content and documents for communicating with the public.

Compensation and Benefits

The City of Monte Sereno provides an excellent and competitive compensation and benefits package. The salary for this position is \$26.78 per hour, plus prorated City benefits.

The Process

To be considered for this career opportunity, please submit (email preferred) a cover letter of interest, resume, and contact information including email addresses for three work-related references (references will not be contacted until mutual interest is established) to:

Sue L'Heureux, Finance Officer
City of Monte Sereno
18041 Saratoga-Los Gatos Rd
Monte Sereno, CA 95030

E-mail: sue@cityofmontesereno.org

The final filing date: Friday, April 26, 2019 5:00 pm.

Please contact Sue L'Heureux or Terry Blount at 408.354.7635, or email sue@cityofmontesereno.org or terry@cityofmontesereno.org if you have any questions related to this position. For more information on the City of Monte Sereno, visit its website at www.cityofmontesereno.org.