



**GREATER LOS ANGELES COUNTY VECTOR CONTROL DISTRICT**

**invites applications for the position of:**

**MCT - Office Aide**

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<b>SALARY:</b>	\$19.14 - \$22.16 Hourly
<b>DEPARTMENT:</b>	Operations
<b>OPENING DATE:</b>	02/08/23
<b>CLOSING DATE:</b>	Continuous
<b>JOB SUMMARY:</b>	

**This is a temporary seasonal position working up to 40 hours per week for approximately six months with a start date in May 2023.**

**DEFINITION**

Under general supervision, the Mosquito Control Technician – Office Aide (MCT-OA) performs a variety of clerical and administrative duties for the District including but not limited to phone and customer service support, photocopying, and data entry; prepares a variety of documents and correspondence; data entry and performs related work as required. This position serves as a backup to the Administrative Assistant and front office, as needed, and may have contact with the public over the telephone, through emails, and in person.

**SUPERVISION RECEIVED AND EXERCISED**

The MCT-OA position does not possess a state certification. The incumbent must be able to perform assignments under the direct supervision of District personnel, including the Operations Supervisor. This classification works relatively independently in a standard office setting and exercises no direct supervision over staff.

The MCT-OA is an entry-level classification performing supportive, clerical, and administrative tasks within an assigned department, working independently, and exercising safe and proper judgement in the execution of daily assignments.

**JOB FUNCTIONS:**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.*

- Performs receptionist duties; receives and routes incoming calls; refers inquiries to appropriate staff and takes messages as needed; ensures adequate staff coverage for the department.
- Assists staff with receiving and accurately recording service request information from the public through telephone calls and emails.
- Operates general office equipment including copy and fax machines, postage meters, telephones, tablets, and personal computers.
- Collects, receives, and retrieves documents; maintains manual and digital filing systems for District documents.
- Prepares, types, formats, and processes a variety of routine documents and correspondence including lists, labels, letters, forms, reports, and other materials; checks

document and correspondence drafts for punctuation, spelling, and grammar; provides clerical support to staff as needed.

- Assists in photocopying and scanning District materials.
- Interacts with co-workers at all levels in the District in a collaborative and customer service-oriented manner.
- Performs other duties as assigned.

## **QUALIFICATIONS:**

### **Knowledge of:**

- Receptionist duties and responsibilities.
- Business arithmetic and statistical techniques.
- Basic business letter writing and the standard format for reports and correspondence.
- Recordkeeping principles and procedures.
- Applicable federal, state, and local laws, rules, regulations, and procedures relevant to assigned areas of responsibility.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to the work performed.

### **Ability to:**

- Perform responsible clerical and administrative support work with accuracy, speed, and general supervision.
- Identify and solve standard problems and refer more complex problems to appropriate staff.
- Perform basic mathematical functions.
- Demonstrate a high degree of flexibility and adaptability in a fast-paced environment.
- Read and understand District policies, guidelines, or written materials and instructions pertinent to the position.
- Enter and retrieve data from a computer system and prepare written materials with enough speed and accuracy to perform the work.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose correspondence and reports from brief instructions.
- File and maintain electronic and hardcopy records accurately.
- Handle disputes and complaints in a calm and tactful manner.
- Organize and prioritize multiple tasks in an effective and timely manner, organize own work, set priorities, and meet critical time deadlines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

### **Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

#### Education:

- Equivalent to completion of the twelfth (12th) grade.

Experience:

- One (1) year of general office, administrative support, customer service, or related experience.

Knowledge of Microsoft Office (including Word, Excel, PowerPoint, and Outlook) is preferred.

**Licenses and Certifications:**

- Possession of a valid California driver's license is required. Employees in this position will be enrolled in the California Department of Motor Vehicles Government Employer Pull Notice Program which confirms possession of a valid driver's license and reflects driving records during the course of employment with the Greater Los Angeles County Vector Control District (GLACVCD). Must be insurable with the District's insurance carrier.

**SUPPLEMENTAL INFORMATION:**

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to complete tasks of repetitive motion and to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

**ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

**APPLICATION PROCESS**

This recruitment may close at any time without notice. Any incomplete applications or candidates that do not meet the minimum requirements of the position will not be considered further.

Applications will be reviewed and only those that demonstrate the best combination of qualifications and experience in relation to the requirements of the position will be invited to participate in the examination process. The examination process may consist of a written exam and oral interview. The examination process may be changed as deemed necessary.

**CONDITION OF EMPLOYMENT**

District appointments are contingent upon successful completion of a post-offer medical examination with the ability to lift up to 25 lbs., including drug screening to comply with our Drug-Free Workplace policy, a background check including references and employment history, and a Live Scan fingerprint check through the Department of Justice.

The successful candidate will be required to provide identification and employment eligibility as outlined in the Immigration Reform and Control Act.

The provisions of this bulletin do not constitute an expressed or implied contract. Any provision contained in this announcement may be modified or revoked without notice.

The Greater Los Angeles County Vector Control District, in compliance with all applicable Federal and State laws, does not discriminate on the basis of age (40 or older), disability, equal pay/compensation, genetic information, harassment, national origin, pregnancy, race/color, religion, retaliation, sex and sexual harassment in its employment actions, policies, procedures,

or practices.

GLACVCD will maintain compliance to all paid sick leave laws, including Healthy Workplace, Healthy Families Act of 2014 (AB 1522) effective July 1, 2015.

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APPLICATIONS MAY BE FILED ONLINE AT:  
<https://www.glamosquito.org/>

Position #2023-01  
MCT - OFFICE AIDE  
CR

12545 Florence Ave.  
Santa Fe Springs, CA 90670  
562-944-9656

[teamhr@glacvcd.org](mailto:teamhr@glacvcd.org)

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### **MCT - Office Aide Supplemental Questionnaire**

\* 1. I understand that this is a temporary seasonal position working up to 40 hours per week for approximately six months with a tentative start date in May 2023.

Yes  No

\* 2. I understand this assignment will be located at the Sylmar branch office.

Yes  No

\* 3. Are you a returning employee who has worked at least one (1) season with the Greater Los Angeles County Vector Control District?

Yes  No

\* Required Question