



**CITY OF GLENDALE**  
 Human Resources Department  
 613 E. Broadway, Room 100  
 Glendale, CA 91206  
<http://www.glendaleca.gov>

**INVITES APPLICATIONS FOR THE POSITION OF:  
 Hourly City Worker/Fire Prevention**

*An Equal Opportunity Employer*

**SALARY:** \$25.00 - \$25.00 Hourly

**OPENING DATE:** 03/21/22

**CLOSING DATE:** 04/01/22

**FLSA STATUS:** Non-Exempt

**EXAMINATION TYPE:** Open Examination

**PROBATIONARY PERIOD:** N/A

**PERS/PARS CONTRIBUTION:** The applicable retirement contribution (PERS/PARS) is deducted from the listed salary/wage for employee's retirement benefits.

**THE POSITION**

**NOTE:** In an effort to ensure a safe and healthy workplace for all employees, City of Glendale has implemented a Mandatory COVID-19 Testing Policy. The Policy will require all City employees, volunteers, interns, and new hires to test for COVID-19 on a weekly basis unless they provide proof of having received their single dose of a one-dose COVID-19 vaccine regimen or the second dose of a two-dose COVID-19 vaccine regimen.

**This position will work approximately 32 hours a week.**

The City of Glendale is currently accepting applications for an Hourly City Worker to work in the Fire Prevention Bureau of the Fire Department. This individual will assist with inspection tracking, database entry, prepare reports, memos and correspondence, provide customer service and conduct inspections on behalf of the Department.

An ideal candidate is results-oriented and is able to work independently. They also enjoy working in a team environment, have excellent oral communication and interpersonal skills, and are comfortable using Microsoft Word and Excel.

**Essential functions of the job include, but are not limited to, the following:**

Ensures Department services are provided with exceptional customer service and the highest level of ethical standards.

Assists in the public counter and handles customer service phone calls.

Receives and responds to citizen complaints and/or requests for service.

May inspect structures to gain compliance with Federal, State and local fire safety laws and regulations. Inspects and determines whether fire protection systems are properly designed, installed and maintained.

May assist with code enforcement activities related to environmental management, industrial waste, some Certified Unified Program Agency (CUPA) elements, hazardous materials, underground storage tanks, and aboveground storage tanks.

May assist the public with collecting and distributing information during the City's household hazardous waste collection events.

Assists in issuing and renewing permits, and notices.

Utilizes internal and external databases to input inspection information and process information.

Assists in the maintenance of accurate documentation and inspection files of the Fire Prevention Bureau.

Interacts with the public or internal customers in person, via email, or over the telephone, and directs them to the appropriate person or department. Responds to inquiries, provides routine information, and/or records messages. Contacts individuals in person, via email, or by telephone to obtain information, documents, or resolve discrepancies. Assists the public or other employees in understanding and filling out forms.

Interprets or explains departmental policies, procedures, regulations, and codes to the public, and directs citizens to the proper departments or persons.

Operates a variety of office equipment including copiers, facsimile machines, and computers.

Establishes and maintains traditional and automated filing systems by preparing new file folders and sorting, filing, shelving, or storing materials. Checks accuracy and completeness of information being filed.

Inputs data and prepares reports, charts, graphs, and tables using Microsoft Office or specialized computer software.

Sorts incoming mail or packages into categories requiring a variety of handling, routing, or filing procedures. Delivers mail and interdepartmental messages in accordance with established procedures.

Compiles and copies information and sends materials in response to routine requests. Determines appropriate form letters or notices to send in response to routine requests for information or material.

May drive on City business as necessary.

Assumes responsibility for ensuring the duties of the position are performed in a safe, efficient manner.

Performs other related duties as assigned or as the situation requires.

## **MINIMUM REQUIREMENTS**

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#### **Knowledge, Skills & Abilities**

##### **Knowledge of:**

Basic mathematical operations such as addition, subtraction, multiplication, and division.

Basic office computer systems and applicable software, such as Microsoft Office.

Excellent oral communication and interpersonal skills.

Proper English, spelling, and grammar.

Public relations principles and practices.

##### **Knowledge of and skill in:**

Exceptional customer service practices.

**Ability to:**

Provide exceptional customer service to those using the Fire Department.  
Analyze data, recognize problems, and arrive at acceptable recommendations and solutions.  
Communicate effectively in English, both orally and in writing.  
Deal calmly with irate individuals and tolerate verbal abuse.  
Deal effectively with the public, City staff and other public agencies.  
Develop necessary skills and meet standards of performance for the classification by the end of the probationary period.  
Establish smooth working relationships and effectively resolve interpersonal conflicts.  
Exercise judgment and discretion in problem situations.  
Foster a teamwork environment.  
Handle confidential information with discretion.  
Keep accurate records.  
Listen carefully to understand others.  
Make independent judgment based on standard policy or procedure.  
Model and practice the highest standards of ethical conduct.  
Operate a computer and related software programs.  
Read, write and comprehend directions in English.

**Other Characteristics****Willingness to:**

Assume responsibility for maintaining a safe working environment.  
Work the necessary hours and times to accomplish goals, objectives and required tasks.

**Experience**

One year of experience working in a clerical/general office setting or a similar customer service role and/or conducting code compliance inspections.

**Education/Training**

Graduation from high school or GED equivalent.  
Associate's Degree or currently working toward a degree in Fire Science, Fire Protection Administration, Fire Protection Engineering, Forestry, Environmental Health and Safety or a related field is desirable.

**License(s)/Certification(s)**

Valid Class C California driver's license is required.

**Special Conditions**

TATTOO POLICY - Unless otherwise exempted, no employee of the Glendale Police or Fire Department shall have any visible tattoos or other skin markings.

**Background Investigation**

A comprehensive background investigation will be conducted on all finalists, which will review and verify personal history including, but not limited to financial responsibility, criminal history, drug use history, driving record, and verification of application materials. Significant issues or omissions in the above-stated areas may be grounds for disqualification. Background investigation will include Livescan fingerprinting and a polygraph.

**Note**

An equivalent combination of experience, education and/or training may substitute for the listed minimum requirements.

**Exceptional Customer Service Policy**

The City of Glendale places a high importance on quality customer service and prides itself for the high level of services it provides by every employee of the organization. As employees of the City of Glendale, we are committed to providing our diverse community and each other with courteous, considerate, and personal attention.

Please click on the link to read the [Exceptional Customer Service Policy](#).

## **SELECTION PROCESS**

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**EVALUATION OF APPLICATION:** All applications, resumes and submitted reference materials will be reviewed and evaluated and only the best-qualified candidates based on applicable experience will be invited to the selection process. Due to the high number of applications anticipated, the City of Glendale cannot guarantee that all individuals filing applications for this position will be called for an interview.

**ORAL INTERVIEW: (Weight of 100%)** To evaluate the applicant's experience, education, and personal fitness for the position.

**TIME AND PLACE OF THE EXAMINATION WILL BE ANNOUNCED.** Any evaluation will be based on the candidate's education and experience as related to the position. Any examination will be to evaluate the candidate's education, experience, knowledge and skills for the position. The selected candidate will be subjected to a background check including Livescan fingerprinting. The City of Glendale reserves the right to modify the above stated examination components and/or weights. Should this be necessary, the candidates will be notified of the specific examination components and weights prior to the administration of any examination. The City of Glendale conforms with State and Federal obligations to make reasonable accommodation for applicants and employees with disabilities. The Human Resources Department asks that it be advised of special needs at least five days prior to the first test part so that a reasonable accommodation may be made. The provisions of this bulletin do not constitute an express or implied contract. In compliance with the Immigration Reform and Control Act of 1986, the City of Glendale requires that all new employees provide documentation to establish both work authorization and identity.

APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:  
<http://www.glendaleca.gov>

Job #22-1234  
 HOURLY CITY WORKER/FIRE PREVENTION

## **Hourly City Worker/Fire Prevention Supplemental Questionnaire**

- \* 1. What is your highest level of education?
  - High School or equivalent
  - Some College (with less than 60 college units completed)
  - Some College (with at least 60 college units completed)
  - Associate's Degree
  - Bachelor's Degree
  - Master's Degree or higher
  - None of the Above
- \* 2. Do you possess a minimum of one year of experience working in a clerical/general office setting or a similar customer service role and/or conducting code compliance inspections?
  - Yes     No
- \* 3. If your answer to question #2 is yes, please provide details surrounding your applicable experience. If your answer to question #2 is no, please enter N/A.
- \* 4. Please list your availability, make sure to include the day of the week, the start and end

time, and the length of availability. (Example of format: Monday, 8am to 1pm, indefinitely-Tuesday, all day, next three months)

\* 5. If you currently work for a public agency or have worked for one in the last 5 years, please list your position title as well as your final monthly salary or hourly wage.

\* 6. How did you FIRST learn about this position?

- City of Glendale Website
- Visited Human Resources in person
- Currently a City employee
- GTV6
- GCC DREAMS Center
- Glassdoor
- GovernmentJobs
- Indeed
- LinkedIn
- Twitter
- Other

\* Required Question