

**HUMAN SERVICES SPECIALIST I  
TRANSPORTATION RESOURCES SPECIALIST  
BILINGUAL CHINESE (MANDARIN)**



**First Review of Applications:**

**Noon—April 23, 2019**

**After this date the recruitment may close at any time without notice.**

**Interested applicants are encouraged to apply today!**

## FREMONT — A CITY ON THE MOVE!

Fremont is a well-managed and innovative city, and has recently generated national attention by placing 7th on the list of the Greenest Cities in America according to a 2018 Wallet Hub survey and ranking 3rd Best City in the Nation to raise a family, according to another 2018 survey by Wallet Hub. Located in the heart of the Bay Area and Silicon Valley, Fremont prides itself on innovation, green technology, a low crime rate, great schools, a low unemployment rate, quality parks and nearby open space, and an incredibly diverse population of over 235,000 residents. As a full service City, Fremont employs over 937 regular employees and has a General Fund budget of \$205 million.



Fremont is an employer that values its people, creativity, quality service, integrity, open communication, collaboration, mutual respect, and diversity. Employees find their work challenging, yet rewarding, and most importantly, enjoy the chance to make a difference through public service.

## THE POSITION

As an integral member of the Ride-On Tri-City! mobility and transportation services team, you will provide transportation resources for seniors and persons with disabilities. **Based on participant and program needs, bilingual fluency in Chinese (Mandarin) is required.**

## EXAMPLES OF DUTIES

- Conducts mobility and transportation assessments with seniors and persons with disabilities to determine most appropriate service referrals.
- Interviews and elicits personal information from clients, and program information from service providers; provides assistance to clients such as completion of forms, clarifies documentation discrepancies, and resolves issues related to clients' needs and requests.
- Conducts Travel Training Workshops (in English and Mandarin) that teach older adults (55 years and older) and persons with disabilities how to use local buses and BART within Alameda County.
- Organizes and conducts outreach (1:1 education as well as group presentations) about mobility and transportation resources, including public transit, paratransit, older driver safety, subsidized taxi services, volunteer driver programs, etc.
- Conveys general information regarding program services and interprets policies and regulations to clients, other agencies, and the community.
- Performs follow-up evaluations with program participants to track their experience using public transit and other transportation services.

- Interacts with clients, families, and organizations in a variety of settings including: homes, medical facilities, schools and other city, county, or state agency offices and on the phone.
- Refers clients/family members to other appropriate community resources as needed.
- Follows up on client services, schedules meetings, appointments and outreach presentations.
- Assists team members with interagency and/or family meetings, researching available resources, and preparing reports and statistical information.
- Establishes and maintains effective working relationships with clients, team members, community agencies and other service providers.
- Works effectively with a wide variety of cultural and ethnic groups.
- Translates written program materials into Chinese as required.
- Completes and maintains accurate client and program records, including documentation of project activities and specific actions taken with clients.
- Maintains confidential records and updates databases.



## IDEAL CANDIDATE

Any combination of education and experience which has provided the knowledge and abilities necessary to satisfactory job performance would be qualifying. A typical way to obtain the required knowledge and abilities would be: completion of 60 semester units or 90 quarter units from an accredited college with coursework in social work, counseling, sociology, nursing, gerontology, or human services related fields based on assignment.

At least two years of experience in a field directly related to the assignment is required working as an employee, intern or volunteer in a social services environment serving senior citizens and/or individuals with disabilities.

This classification requires the ability to travel independently within and outside of City limits and possession of a Class C California Driver's License. Failure to maintain this license will result in discipline up to and including termination.

**Based on participant and program needs, bilingual fluency in Chinese (Mandarin) is required.**

## COMPENSATION AND BENEFITS

The annual salary is \$56,159—\$68,262 depending on qualifications. Fremont offers an attractive benefits package, which includes, but is not limited to: CalPERS retirement plan, paid holidays, medical, dental and other city paid benefits. A complete benefits summary can be found at [www.fremont.gov](http://www.fremont.gov) or by using this link: [Benefits Summary](#)

This position is represented by the City of Fremont Employee Association (CFEA) bargaining group. The probationary period for this position is twelve (12) months.

## HOW TO APPLY

To be considered for this position, apply online by submitting a completed City application, resume and cover letter through our online applications system: <http://www.fremont.gov/cityjobs>.

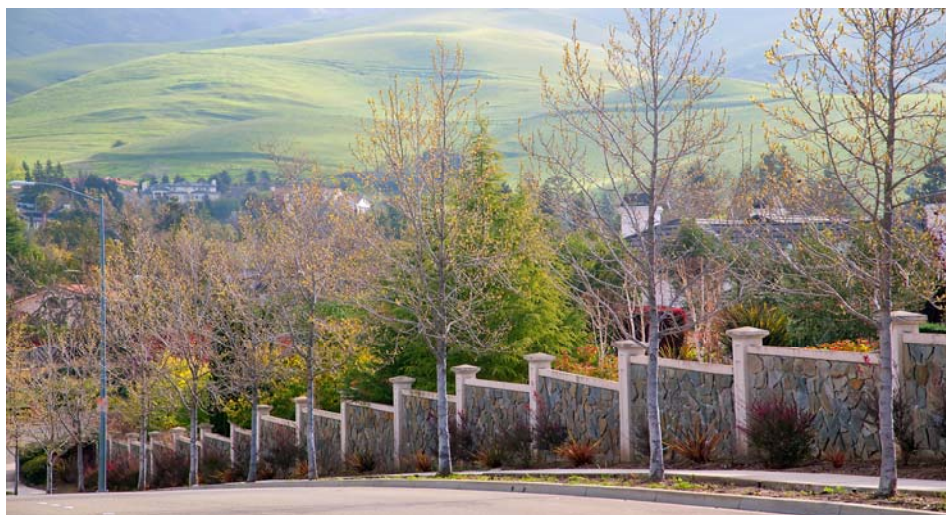
## SELECTION PROCESS

The process may include oral panel and individual interviews and other related test components. Reference checks, fingerprint check, and medical clearance are required for this position. Only those candidates who have the best combination of qualifications in relation to the requirements and duties of the position will continue in the selection process. Meeting the minimum qualifications does not guarantee an invitation to participate in the process.

## REASONABLE ACCOMMODATION

Human Resources will make reasonable efforts in the examination process to accommodate persons with disabilities. Please advise Human Resources of any special needs 5 days in advance of the selection process by calling (510) 494-4660.

*The City of Fremont is an Equal Opportunity Employer*



**HUMAN RESOURCES DEPARTMENT**  
City of Fremont  
3300 Capitol Avenue, Building B  
Fremont, CA 94538  
Phone: (510) 494-4660

### Tentative Recruitment Schedule

First Review of Applications: Noon— April 23, 2019  
Oral Board Interview: Week of April 29, 2019  
Department Interview: Week of May 6, 2019

## HUMAN SERVICES SPECIALIST (TRANSPORTATION RESOURCES SPECIALIST) - SUPPLEMENTAL QUESTIONNAIRE

### GENERAL INFORMATION:

The completion of this supplemental questionnaire is required for your application to be considered for the Human Services Specialist (Transportation Resources Specialist) position, and is an integral part of the examination process.

This supplemental questionnaire will be used to assess your experience as it relates to the position of Human Services Specialist (Transportation Resources Specialist) position. Your responses will be evaluated and will assist in determining which applicants will receive further consideration in the examination process.

**Your responses must be verifiable with the information on your application.**

### DIRECTIONS:

When you apply online you will be asked to respond to the following questions:

1. Please list your highest level of education and field(s) of study, including any licenses/certifications.
  
2. How many years of social service experience do you have?
  - None
  - Less than 1 year
  - 1 year to less than 3 years
  - 3 years to less than 5 years
  - 5 years or more
  
3. Describe your social service experience. Please include your role and responsibilities, and the name of the organization(s) or employer(s) where you obtained your experience. Also please indicate whether your experience involved working with older adults and people with disabilities.
  
4. How many years of social services experience do you have?
  - None
  - Less than 1 year
  - 1 year to less than 3 years
  - 3 years or more
  
5. Describe your work with diverse populations. Please include your role and responsibilities.
  
7. Please describe your level of proficiency with Chinese, including dialect(s) spoken.