

**Mental Health Association of Alameda County  
Family Education and Resource Center (FERC)**  
440 Grand Avenue, Suite 360, Oakland, CA 94610  
Phone: (510) 746-1700 | Fax: (510) 746-1701

**Position Available – Open Until Filled**

**Clerk Receptionist**

**THE PROGRAM**

The Family Education and Resource Center ('FERC') is a family caregiver-centered program that provides information, education, advocacy and support services to family caregivers of children, adolescents, transitional age youth, adults, and older adults with a serious emotional disturbance or mental illness living in all regions of Alameda County. These services are provided in a culturally competent manner, reaching out to people of various ethnicities and language groups.

The FERC is a component of Alameda County's Community Services & Support plan, funded with Mental Health Services Act (MHSA) dollars and operated by the Mental Health Association of Alameda County (MHAAC) under contract with Alameda County Behavioral Health Care Services. In addition to providing outreach, education and support to family caregivers of people with mental health challenges, the FERC facilitates input and feedback to Alameda County Behavioral Health Care Services decision makers at all levels about the important roles family caregivers play in supporting their loved ones and about the experiences and needs of family caregivers. The FERC works closely with County and contract agencies to promote a family caregiver perspective and toward the goal of creating a more family caregiver and consumer driven system of care.

**SUMMARY OF THE POSITION**

Clerk Receptionist: Under the supervision of the FERC Office Manager, the Clerk Receptionist is responsible for providing general receptionist and minor administrative support at the FERC main office in Oakland, CA. Duties include general receptionist, clerical, and some project based work.

**DUTIES**

The Clerk Receptionist will be the first point of contact for walk-in clients in the FERC office. He or she will receive visitors; answer the main business line; receive and appropriately distribute mail and other deliveries; prepare mail, email, or fax program correspondence; file materials as needed; distribute interoffice information; prepare regular or special basic reports and maintain a clean office – light vacuuming and dusting.

May be required to visit or support other FERC satellite offices throughout Alameda County from time to time.

FERC main office is in Oakland and satellite offices are in Livermore and Fremont.

Specific examples of duties:

- ❖ Meet and greet walk-in clients and visitors
- ❖ Receive and appropriately distribute mail and other deliveries
- ❖ Create and modify documents using Microsoft Office XP 2010 (most frequently Word, Excel)
- ❖ Set-up, coordinate and provide technical assistance for meetings
- ❖ Order basic training / educational materials and resource materials, maintain adequate inventories of such material, and prepare packets needed for trainings or meetings
- ❖ Arrange for the repair and maintenance of office equipment
- ❖ Manage the Lending Library of resource materials

- ❖ Ability to organize and prioritize work and meet deadlines
- ❖ Ensure the office is welcoming by maintaining a clean environment
- ❖ Ability to lift up to 20 lbs and assist with setup, inventory and off-site outreach activities

#### **REQUIRED AND DESIRED QUALIFICATIONS**

The Clerk Receptionist should have at least two years of experience as a receptionist or similar position and be familiar with basic office organization. The candidate should be familiar with standard office equipment (telephones, computers, copiers and faxes) and computer software (e.g., MS Word and Excel) and be able to accurately type 40 words per minute. Knowledge of English grammar, punctuation and spelling is a must.

The Receptionist should be able to interact comfortably with people who have mental health challenges and with their families, be able to multitask, and be able to work courteously with people from diverse cultures. The successful candidate will be organized and detail oriented, be able to remain calm and productive under pressure, be adaptable, and be open to learning new skills. ***Family members (of loved ones with a mental illness) and bilingual/bicultural applicants are strongly encouraged to apply.***

#### **Other Requirements:**

Must have a motor vehicle available for daily use, possess a valid California driver's license, carry vehicle liability insurance, and have an acceptable motor vehicle report, as determined by MHAAC's insurance broker.

**HOURS OF WORK:** This is a full-time position. Monday – Friday: 9:00am-5:00pm; *some evenings and weekend hours may be required.*

**SALARY:** \$2,470.00 per month (DOE). Employee benefits include vacation and sick leave and employer-paid health/dental insurance.

#### **TO APPLY: PLEASE FOLLOW THESE INSTRUCTIONS:**

Secure an application packet by downloading it from the FERC website at [www.askferc.org](http://www.askferc.org) (click on 'Employment Opportunities'), or by picking it up at the FERC main office located at 440 Grand Ave., Suite 360, Oakland, CA 94610. Office hours are Monday thru Thursday 9am-5pm; Friday 9am-1pm. Fax to 510-746-1701. Please be sure to provide a fully completed application packet which includes: the Application, Supplemental Questions, and Affirmative Action Form. Application packets are not considered complete unless the Supplemental Questions have been answered; a resume is desirable, but does not replace the application and supplemental questions. If you have questions, you can reach the FERC office at (510) 746-1700.



## Education and Training

<u>School</u>	<u>Name and Address</u>	<u>No. of years Completed</u>	<u>Did you Graduate?</u>	<u>Degree or Diploma</u>
High School	_____ Name _____ City	_____	Yes <input type="checkbox"/> No <input type="checkbox"/>	_____
College/ University	_____ Name _____ City	_____	Yes <input type="checkbox"/> No <input type="checkbox"/>	_____
Vocational/ Business	_____ Name _____ City	_____	Yes <input type="checkbox"/> No <input type="checkbox"/>	_____

Some of our potential clients do not communicate well in English. **Do you speak, write or understand any foreign language(s)?**  
 Yes  No  If yes, which language(s)? \_\_\_\_\_

## Personal References

1. _____ First Name	_____	( ) _____ Telephone #
_____	_____	_____
Address	City	State Zip
_____	_____	_____
Occupation	Relationship to you	
2. _____	_____	( ) _____
First Name	Last Name	Telephone #
_____	_____	_____
Address	City	State Zip
_____	_____	_____
Occupation	Relationship to you	
3. _____	_____	( ) _____
First Name	Last Name	Telephone #
_____	_____	_____
Address	City	State Zip
_____	_____	_____
Occupation	Relationship to you	

**Professional References**

1. Name of employer: \_\_\_\_\_ Phone: \_\_\_\_\_  
Address: \_\_\_\_\_ Phone: \_\_\_\_\_  
Contact Person: \_\_\_\_\_ Relationship to Applicant \_\_\_\_\_  
Dates of employment: From \_\_\_\_\_ To \_\_\_\_\_  
Starting position: \_\_\_\_\_ Ending position: \_\_\_\_\_

2. Name of employer: \_\_\_\_\_ Phone: \_\_\_\_\_  
Address: \_\_\_\_\_ Phone: \_\_\_\_\_  
Contact Person: \_\_\_\_\_ Relationship to Applicant \_\_\_\_\_  
Dates of employment: From \_\_\_\_\_ To \_\_\_\_\_  
Starting position: \_\_\_\_\_ Ending position: \_\_\_\_\_

3. Name of employer: \_\_\_\_\_ Phone: \_\_\_\_\_  
Address: \_\_\_\_\_ Phone: \_\_\_\_\_  
Contact Person: \_\_\_\_\_ Relationship to Applicant \_\_\_\_\_  
Dates of employment: From \_\_\_\_\_ To \_\_\_\_\_  
Starting position: \_\_\_\_\_ Ending position: \_\_\_\_\_

## Employment History

List below all present and past employment over the last twenty (20) years, starting with your most recent employer. Account for all periods of unemployment. You must complete this section even if attaching a resume.

_____ Name of Employer		_____ Telephone No.	
_____ Type of Business		_____ Your Supervisor's Name	
_____ Address	_____ City	_____ State	_____ Zip
Dates of Employment:	_____ From	_____ To	Weekly Pay: _____ Starting Ending
_____ Your Job Title and Duties			
_____ Reason for Leaving			
May we contact this employer for a reference? Yes <input type="checkbox"/> No <input type="checkbox"/>			

_____ Name of Employer		_____ Telephone No.	
_____ Type of Business		_____ Your Supervisor's Name	
_____ Address	_____ City	_____ State	_____ Zip
Dates of Employment:	_____ From	_____ To	Weekly Pay: _____ Starting Ending
_____ Your Job Title and Duties			
_____ Reason for Leaving			
May we contact this employer for a reference? Yes <input type="checkbox"/> No <input type="checkbox"/>			

\_\_\_\_\_  
Name of Employer

(\_\_\_\_) \_\_\_\_\_  
Telephone No.

\_\_\_\_\_  
Type of Business

\_\_\_\_\_  
Your Supervisor's Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
City

\_\_\_\_\_  
State

\_\_\_\_\_  
Zip

Dates of Employment: \_\_\_\_\_  
From To

Weekly Pay: \_\_\_\_\_  
Starting Ending

\_\_\_\_\_  
Your Job Title and Duties

\_\_\_\_\_  
Reason for Leaving

May we contact this employer for a reference? Yes  No

\_\_\_\_\_  
Name of Employer

(\_\_\_\_) \_\_\_\_\_  
Telephone No

\_\_\_\_\_  
Type of Business

\_\_\_\_\_  
Your Supervisor's Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
City

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State

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Zip

Dates of Employment: \_\_\_\_\_  
From To

Weekly Pay: \_\_\_\_\_  
Starting Ending

\_\_\_\_\_  
Your Job Title and Duties

\_\_\_\_\_  
Reason for Leaving

May we contact this employer for a reference? Yes  No

\_\_\_\_\_  
Name of Employer

(\_\_\_\_) \_\_\_\_\_  
Telephone No.

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Type of Business

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Zip

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Weekly Pay: \_\_\_\_\_  
Starting Ending

\_\_\_\_\_  
Your Job Title and Duties

\_\_\_\_\_  
Reason for Leaving

May we contact this employer for a reference? Yes  No

\_\_\_\_\_  
Name of Employer

(\_\_\_\_) \_\_\_\_\_  
Telephone No.

\_\_\_\_\_  
Type of Business

\_\_\_\_\_  
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Address

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City

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State

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Zip

Dates of Employment: \_\_\_\_\_  
From To

Weekly Pay: \_\_\_\_\_  
Starting Ending

\_\_\_\_\_  
Your Job Title and Duties

\_\_\_\_\_  
Reason for Leaving

May we contact this employer for a reference? Yes  No



## Supplemental Questions

Please answer the following questions:

1. What experience, if any, have you had working with an underserved population? What did you take away from that experience?
2. What experience, if any, have you had working in mental health or behavioral health setting?
3. Please provide an example of a recent project (on the job) that you completed and feel proud of?
4. What is your experience in working with persons under stress/duress? If any, please provide an example as well your top tips.

5. How have you managed working in a fast paced and constantly changing work environment? Please provide examples

