

Customer Service / Office Coordinator

General Purpose

Under general direction, meet the public and assist callers by directing or transferring them to the appropriate person or office; assist public in obtaining various city hall services; provide clerical/administrative support to staff; assist in the administration of standard operating policies and procedures of the assigned department; and perform related clerical work as required.

Supervision Received

Works under the close supervision of the City Clerk and others as assigned. May receive assignments from other departmental staff.

Essential Duties and Responsibilities

- Answers inquiries concerning the location and function of various sections and personnel of the City
- Greets visitors and directs them to sources of information, appropriate personnel, or offices; manages the flow of people in the office
- Answers telephone and general City emails, providing information and routing calls; takes and relays messages
- Gives out standard City forms (business license/building permit applications, etc.), explains how to complete them
- Receives a variety of City applications, fees, and payments
- Evaluates City forms submitted by members of the public for completeness.
- Provides basic answers to public inquiries
- Receives, opens, sorts, and distributes incoming deliveries and mail. Maintains the outgoing City Hall mail system; arranges UPS/Fed Ex pickups
- Prepares general correspondence, rough drafts and other documents and forms
- Inventories and orders all office supplies.
- Receives and processes payments; issues receipts; completes proper forms, maintains cash box.
- Assists with scheduling City facilities and appointments for City staff
- Performs general clerical tasks as needed.
- Maintains the City Scroll and website

Peripheral Duties

May operate a City vehicle.

May serve on various employee committees, as required, and assigned.

Desired Minimum Qualifications

Education and Experience:

Any combination of experience and education that provides the skills, knowledge and abilities shown above is qualifying. A typical way to obtain these requirements would be:

- Graduation from a high school or GED equivalent with specialized course work in general office practices such as typing, filing, accounting, and bookkeeping; or
- one year of increasingly responsible related experience involving clerical work and meeting the public, or any equivalent combination of related education and experience

Necessary Knowledge, Skills, and Abilities:

Knowledge Of:

- Standard office procedures, practices, and equipment
- Proper grammar, spelling, punctuation, and business correspondence format
- Computer skills (Word, Excel, Power Point, etc.)
- City services and programs

Skills:

- Operation of listed tools and equipment
- Effective communication
- Polite, friendly customer service

Ability To:

- Clearly, effectively, and politely interact with the public.
- Maintain a positive attitude and pleasant demeanor with staff and members of the public
- perform cashier duties accurately,
- understand public inquires and assist them in getting them help.
- learn and remember a wide range of information about the personnel, organization, and responsibilities of the City departments.
- communicate effectively verbally and in writing.
- handle stressful situations.
- type at a moderate rate of speed.
- maintain strict confidentiality of information,
- Meet multiple, sometimes competing, deadlines; properly prioritize tasks and deliverables
- learn the activities and operations of city, understand, and follow complex oral and written instructions; perform arithmetical calculations using addition, subtraction, multiplication, and division.
- effectively and tactfully communicate in both oral and written forms

Tools and Equipment Used

Telephone; personal computer including word processing software; copy machine, postage machine; fax machine.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms; bend, twist, and squat. The employee will also need to: intermittently bend and twist to reach equipment on surrounding desk; intermittently reach above and below shoulder level to reach books, file reports on shelves and in filing cabinets, squat and kneel to reach files and related documents; sit at a desk using near vision for long periods of time; speak English.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations

may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment varies from quiet to moderately loud.

Selection Guidelines

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

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